Gilead Community Services Inc.

Middletown, CT

(Based on 181 FY14 Surveys)

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)



Residential Services

Community Support

Question Domain Satisfied % vs Goal% Satisfied % Goal % State Avg Participation in Treatment 89% 80% 92% Respect 88% 80% 91% Quality and Appropriateness 83% 80% 93% **General Satisfaction** 83% 80% 92% 80% 88% Access 81% Overall 79% 80% 91% 80% 83% Outcome 75% 70% 80% 79% Recovery Satisfied % Goal % 0-80% 80-100% 🖌 Goal Met Under Goal

Consumer Satisfaction Survey

Client Demographics

Avg	Gender	#	%	State Avg
6%	Male	212	63%	60%
4%	Female	124	37%	40%
9%				
3%				
4%	Race	#	%	State Avg
4%	White/Caucasian	273	81%	▲ 66%
	Black/African American	40	12%	17%
/g	Other	15	4%	13%
%	Multiple Races	4	1%	1%
%	Asian	2	1%	1%
%	Unknown	2	1%	3%
%	Am. Indian/Native Alaskan	1	0%	1%
	Hawaiian/Other Pacific Islander			0%
%				
%				

Age	#	%	State Ave
18-25	12	4%	▼ 16%
26-34 📒 📔	44	13%	▼ 24%
35-44	54	16%	19%
45-54	100	30%	23%
55-64	90	27%	🔺 14%
65+	37	11%	4%
Ethnicity	#	%	State Avg
Non-Hispanic	303	90%	▲ 75%
Unknown	17	5%	6%
Hisp-Puerto Rican	12	4%	12%
Hispanic-Other			C 0/
	5	1%	6%
Hispanic-Cuban	5	1%	6% 0%
, I	5	1%	

20.0%

12.9%

96

62

ACT Team 306292

Gilead Community Services Inc. Mental Health - ACT - Assertive Community Treatment

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

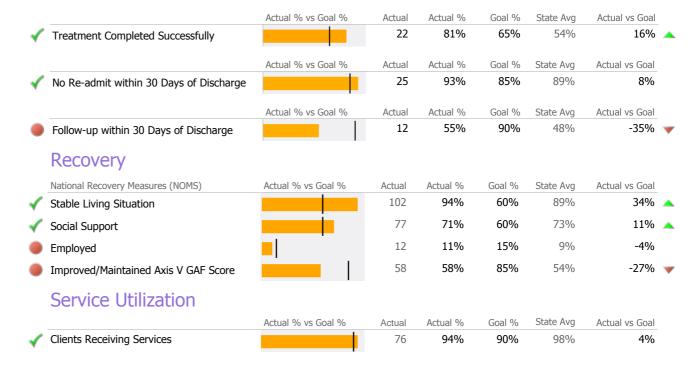
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	107	104	3%	
Admits	26	23	13%	
Discharges	27	22	23%	
Service Hours	2,592	5,603	-54%	•

Data Submission Quality

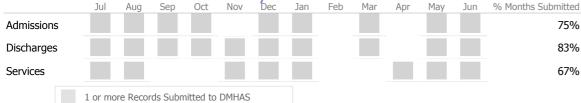
Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	33%	71%
Cooccurring	Actual	State Avg
MH Screen Complete	82%	79%
🖌 SA Screen Complete	77%	76%
Disenseis	A	Chake Aue

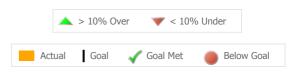


Discharge Outcomes



Data Submitted to DMHAS by Month





* State Avg based on 10 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	63	-2%
Admits	15	10	50% 🔺
Discharges	8	15	-47% 🔻
Service Hours	1,583	2,036	-22% 🔻

Data Submission Quality

Valid Axis V GAF Score

Data Entry	Ad	ctual	State Avg
√ Valid NOMS Data	9	99%	96%
On-Time Periodic	Ad	ctual	State Avg
✓ 6 Month Updates	9	94%	92%
Ŧ			
Cooccurring	A	ctual	State Avg
√ MH Screen Complete	10	00%	67%
🞻 SA Screen Complete	10	00%	65%
4			
Diagnosis	Ad	ctual	State Avg
🞻 Valid Axis I Diagnosis	10	0%	97%

Discharge Outcomes

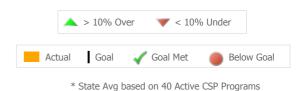
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V	Treatment Completed Successfully		7	88%	65%	70%	23%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		58	92%	60%	76%	32%	
\checkmark	Stable Living Situation		63	100%	80%	92%	20%	
	Employed		0	0%	20%	11%	-20%	-
	Improved/Maintained Axis V GAF Score		42	76%	95%	61%	-19%	-
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		53	96%	90%	96%	6%	

Data Submitted to DMHAS by Month

100%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													50%
Services													67%
	1 or mo	ore Recor	ds Subr	nitted to	DMHAS	;							

93%



Gilead Community Services Inc. Mental Health - Social Rehabilitation - Social Rehabilitation Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

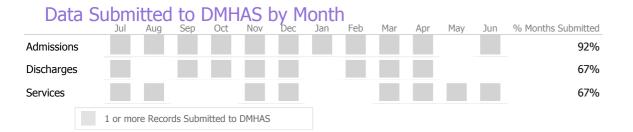
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

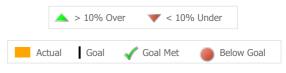
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	79	3%
Admits	16	14	14% 🔺
Discharges	19	13	46% 🔺
Service Hours	-	-	
Social Rehab/PHP/IOP Days	4,321	3,755	15% 🔺

Service Utilization







* State Avg based on 39 Active Social Rehabilitation Programs

Mental Health - Residential Services - Residential Support

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	20	10%
Admits	6	4	50% 🔺
Discharges	5	4	25% 🔺
Service Hours	6,699	7,183	-7%

Data Submission Quality

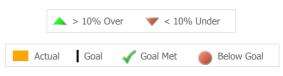
	Data Entry	Actual	State Avg
	Valid NOMS Data	98%	99%
		•	
	On-Time Periodic	Actual	State Avg
«	6 Month Updates	100%	94%
	Cooccurring	Actual	State Avg
\checkmark	MH Screen Complete	100%	94%
	SA Screen Complete	93%	94%
		•	
	Diagnosis	Actual	State Avg
\checkmark	Valid Axis I Diagnosis	100%	98%
<i></i>	Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		4	80%	50%	65%	30%	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🗸 Social Support		19	86%	60%	88%	26%	
Stable Living Situation		22	100%	85%	94%	15%	
Employed	I .	2	9%	25%	12%	-16%	-
Improved/Maintained Axis V GAF Score	· · ·	17	89%	95%	72%	-6%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		17	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													50%
Discharges													42%
Services													67%
	1 or mo	ore Reco	rds Subn	nitted to	DMHAS								

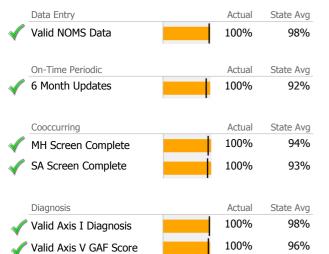


* State Avg based on 51 Active Residential Support Programs

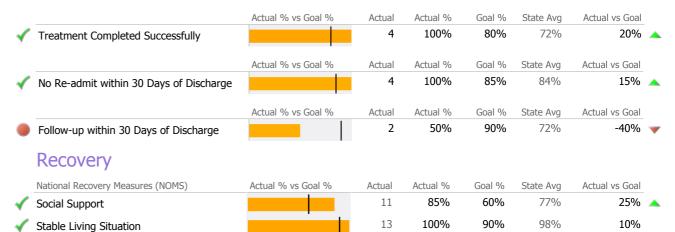
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	16	-19% 🔻
Admits	4	7	-43% 🔻
Discharges	4	7	-43% 🔻
Bed Days	3,169	3,201	-1%

Data Submission Quality



Discharge Outcomes



Bed Utilization

Improved/Maintained Axis V GAF Score

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
V	Avg Utilization Rate		9	622 days	0.2	96%	90%	96%	6%
	<	90% 90-110%		>110%					

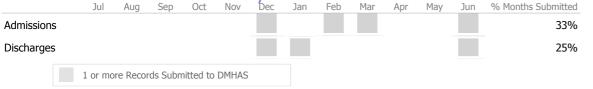
6

60%

95%

67%

Data Submitted to DMHAS by Month





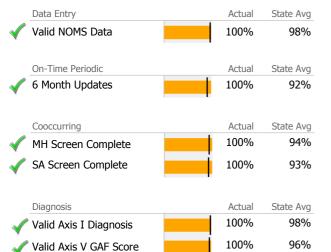
* State Avg based on 24 Active Group Home Programs

-35% 💗

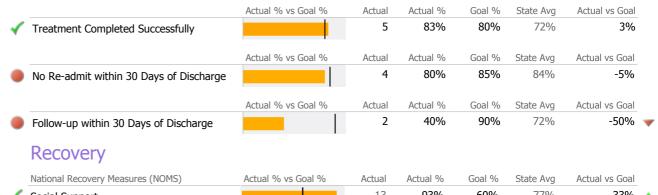
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	10	40%	
Admits	6	2	200%	
Discharges	6	2	200%	
Bed Days	2,827	2,915	-3%	

Data Submission Quality



Discharge Outcomes

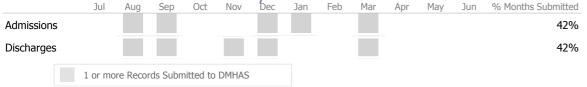


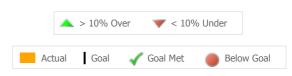
ſ	Social Support		13	93%	60%	77%	33% 🔺
(Stable Living Situation		14	100%	90%	98%	10%
	Improved/Maintained Axis V GAF Score		9	75%	95%	67%	-20% 🔻

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
V	Avg Utilization Rate		8	1,147 days	0.2	97%	90%	96%	7%
		< 90% 90-110%		>110%					

Data Submitted to DMHAS by Month





* State Avg based on 24 Active Group Home Programs

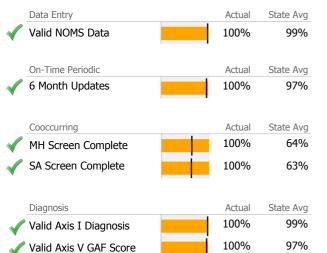
Gilead Community Services Inc. Mental Health - Residential Services - Supervised Apartments

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	5	60%	
Admits	3	5	-40%	▼
Discharges	3	-		
Bed Days	1,673	442	279%	

Data Submission Quality



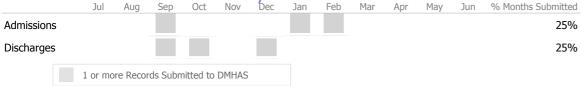
Discharge Outcomes

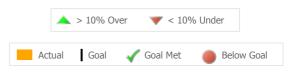


Bed Utilization

		12	Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Avg Utilization Rate			5	315 days	0.2	92%	90%	92%	2%
		< 90%	90-110%		>110%					

Data Submitted to DMHAS by Month

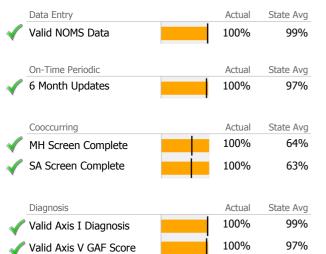




Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	2,190	2,190	0%

Data Submission Quality



Discharge Outcomes

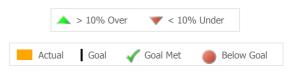
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	60%	71%	N/A	
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
<	Social Support		6	100%	60%	83%	40%	
«	Stable Living Situation		6	100%	95%	96%	5%	
	Employed		0	0%	25%	9%	-25%	-
	Improved/Maintained Axis V GAF Score		4	67%	95%	72%	-28%	-

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Avg Utilization Rate		6	1,706 days	0.3	100%	90%	92%	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													0%
Discharges													0%

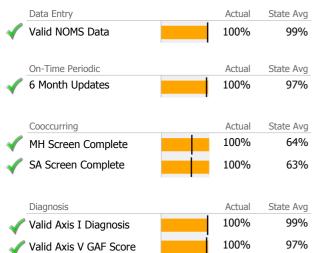


1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	3	33%	
Admits	1	2	-50%	▼
Discharges	1	-		
Bed Days	1,095	1,059	3%	

Data Submission Quality



Discharge Outcomes

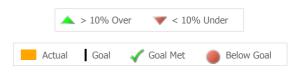
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Treatment Completed Successfully		1	100%	60%	71%	40%	
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Follow-up within 30 Days of Discharge		1	100%	90%	79%	10%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		4	100%	60%	83%	40%	
\checkmark	Improved/Maintained Axis V GAF Score		4	100%	95%	72%	5%	
\checkmark	Stable Living Situation		4	100%	95%	96%	5%	
	Employed		0	0%	25%	9%	-25%	-

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Avg Utilization Rate		3	586 days	0.2	100%	90%	92%	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	5												8%
Discharges	5												8%
	1 or r	nore Reco	rds Subr	nitted to	DMHAS								



Program Activity

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

Data Submission Quality

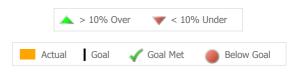
Data Entry	Actu	al State Avg
Valid NOMS Data	N,	/A 99%
On-Time Periodic	Actu	al State Avg
6 Month Updates	N,	/A 97%
Cooccurring	Actu	al State Avg
MH Screen Complete	N,	/A 64%
SA Screen Complete	N,	/A 63%

Discharge Outcomes

		A should	A = h = = 1 0/	Carl 0/	Charles Asses	Asharlan Cash
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	71%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	25%	9%	-25%
Improved/Maintained Axis V GAF Score		N/A	N/A	95%	72%	-95% 🔻
Social Support		N/A	N/A	60%	83%	-60% 🔻
Stable Living Situation	· · · ·	N/A	N/A	95%	96%	-95%

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 me	ore Reco	rds Subn	nitted to	DMHAS								



Mental Health - Residential Services - Residential Support

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	5	5	0%
Discharges	4	5	-20% 🔻
Service Hours	2,831	3,498	-19% 🔻

Data Submission Quality

Valid Axis V GAF Score

	Data Entry	Actual	State Avg
\checkmark	Valid NOMS Data	100%	99%
	On-Time Periodic	Actual	State Avg
	6 Month Updates	77%	94%
	Cooccurring	Actual	State Avg
\checkmark	MH Screen Complete	95%	94%
\checkmark	SA Screen Complete	95%	94%
	Diagnosis	Actual	State Avg
\checkmark	Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	100%	50%	65%	50%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		18	95%	60%	88%	35%
Stable Living Situation		19	100%	85%	94%	15%
Employed	.	2	11%	25%	12%	-14%
Improved/Maintained Axis V GAF Score		13	76%	95%	72%	-19%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	93%	90%	98%	3%

Data Submitted to DMHAS by Month

100%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													33%
Discharges													33%
Services													67%
	1 or mo	ore Reco	rds Subn	nitted to	DMHAS								

97%



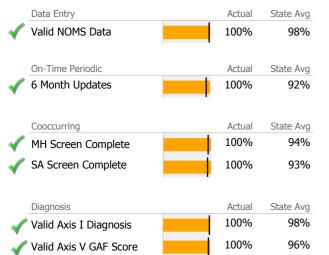
* State Avg based on 51 Active Residential Support Programs

Gilead Community Services Inc. Mental Health - Residential Services - Group Home Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

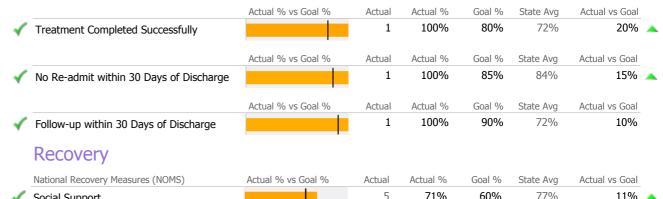
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	9	-22%	\mathbf{v}
Admits	1	3	-67%	▼
Discharges	1	3	-67%	▼
Bed Days	2,102	2,139	-2%	

Data Submission Quality



Discharge Outcomes



Social Support	5	71%	60%	77%	11% 🔺
Stable Living Situation	7	100%	90%	98%	10%
Improved/Maintained Axis V GAF Score	2	33%	95%	67%	-62% 🔻

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
V	Avg Utilization Rate		6	1,236 days	0.3	96%	90%	96%	6%
	- <	90% 90-110%		>110%					

Data Submitted to DMHAS by Month





* State Avg based on 24 Active Group Home Programs

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

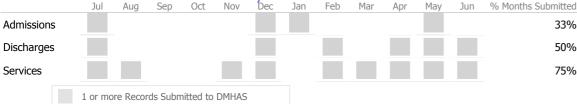
Program Activity

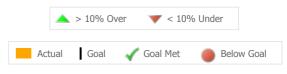
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	138	149	-7%
Admits	7	17	-59% 🔻
Discharges	26	18	44% 🔺
Service Hours	-	-	
Social Rehab/PHP/IOP Days	6,547	7,278	-10%

Service Utilization



Data Submitted to DMHAS by Month Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr





* State Avg based on 39 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% 🔺
Admits	1	-	
Discharges	1	-	
Bed Days	1,821	1,825	0%

Data Submission Quality

	Data Entry	Actual	State Avg
	Valid NOMS Data	97%	99%
		•	
	On-Time Periodic	Actual	State Avg
«	6 Month Updates	100%	97%
	Cooccurring	Actual	State Avg
\checkmark	MH Screen Complete	100%	64%
\checkmark	SA Screen Complete	100%	63%
	Diagnosis	Actual	State Avg
\checkmark	Valid Axis I Diagnosis	100%	99%
<i>√</i>	Valid Axis V GAF Score	100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Treatment Completed Successfully		1	100%	60%	71%	40%	
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Follow-up within 30 Days of Discharge		0	0%	90%	79%	-90%	-
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		5	83%	60%	83%	23%	
\checkmark	Stable Living Situation		6	100%	95%	96%	5%	
	Employed		0	0%	25%	9%	-25%	-
	Improved/Maintained Axis V GAF Score		4	80%	95%	72%	-15%	-

Bed Utilization

8%

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
∢	Avg Utilization Rate		5	932 days	0.2	100%	90%	92%	10%
		< 90% 90-110%		>110%					

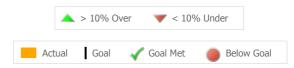
Data Submitted to Sep Oct Nov Dec Jan

Feb Mar Apr May Jun % Months Submitted 8%

Admissions

Discharges

1 or more Records Submitted to DMHAS



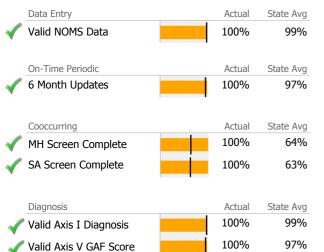
Gilead Community Services Inc. Mental Health - Residential Services - Supervised Apartments

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	-	
Discharges	-	1	-100% 🔻
Bed Days	1,536	1,582	-3%

Data Submission Quality



Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	60%	71%	N/A	
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		5	100%	60%	83%	40%	
«	Stable Living Situation	· · · · ·	5	100%	95%	96%	5%	
	Employed		0	0%	25%	9%	-25%	-
	Improved/Maintained Axis V GAF Score		3	75%	95%	72%	-20%	•

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	tooobloo	5	1,764 days	0.3	84%	90%	92%	-6%
<	90% 90-110%		>110%					

Data Submitted to DMHAS by Month



