Reliance House
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	715	797	-10%	
	Admits	455	636	-28%	▼
	Discharges	508	666	-24%	▼
	Service Hours	16,261	18,121	-10%	
	Bed Days	24,211	25,906	-7%	
	S.Rehab/PHP/IOP	5,112	6,576	-22%	▼

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

Consumer Satisfaction Survey   (Based on 147 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Participation in Treatment		95%	80%	92%
✔ General Satisfaction		94%	80%	92%
✔ Respect		93%	80%	91%
✔ Quality and Appropriateness		92%	80%	93%
✔ Overall		91%	80%	91%
✔ Access		87%	80%	88%
🔴 Outcome		75%	80%	83%
🔴 Recovery		74%	80%	79%

Satisfied %	Goal %	0-80%	80-100%	✔ Goal Met	🔴 Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Residential Services	289	25.9%
	Social Rehabilitation	176	15.8%
	Community Support	170	15.2%
	Case Management	161	14.4%
	Employment Services	142	12.7%
	Recovery Support	107	9.6%
	Education Support	56	5.0%
	Housing Services	14	1.3%

Client Demographics

Age

	#	%	State Avg
18-25	66	9%	16%
26-34	90	13% ▼	24%
35-44	129	18%	19%
45-54	240	34% ▲	23%
55-64	164	23%	14%
65+	26	4%	4%

Gender

	#	%	State Avg
Female	360	50%	40%
Male	355	50%	60%

Race

	#	%	State Avg
White/Caucasian	540	76%	66%
Black/African American	89	12%	17%
Other	60	8%	13%
Multiple Races	13	2%	1%
Am. Indian/Native Alaskan	7	1%	1%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Unknown	2	0%	3%

Ethnicity

	#	%	State Avg
Non-Hispanic	644	90% ▲	75%
Hisp-Puerto Rican	36	5%	12%
Hispanic-Other	18	3%	6%
Unknown	14	2%	6%
Hispanic-Mexican	3	0%	1%
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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	15	13%	▲
Admits	2	1	100%	▲
Discharges	8	-		
Service Hours	301	159	89%	▲

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		100%	72%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Treatment Completed Successfully		4	50%	50%	54%	0%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		16	94%	60%	73%	34%	▲
✔	Stable Living Situation		17	100%	80%	91%	20%	▲
●	Employed		1	6%	20%	12%	-14%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		9	100%	90%	95%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪			▪									17%
Discharges	▪	▪			▪				▪	▪	▪	▪	58%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▬ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 30 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	10	0%	
Admits	4	3	33%	▲
Discharges	5	4	25%	▲
Bed Days	2,185	2,507	-13%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		3	60%	60%	71%	0%	
✓ Follow-up within 30 Days of Discharge		3	100%	90%	79%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		8	80%	60%	83%	20%	▲
● Improved/Maintained Axis V GAF Score		9	90%	95%	72%	-5%	
● Stable Living Situation		9	90%	95%	96%	-5%	
● Employed		0	0%	25%	9%	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	97%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		89%	64%
✓ SA Screen Complete		89%	63%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	97%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	1,076 days	0.3	86%	90%	92%	-4%
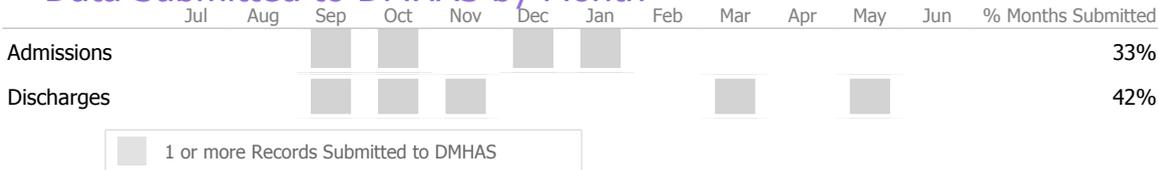
▨ < 90%	▨ 90-110%	▨ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▨	▨		▨	▨						33%
Discharges		▨	▨	▨					▨		▨		42%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▨ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 72 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	13	-8%
Admits	3	3	0%
Discharges	2	4	-50% ▼
Bed Days	3,213	3,495	-8%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	97%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	64%
✓ SA Screen Complete		100%	63%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		2	100%	60%	71%	40% ▲
✓	Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		12	100%	60%	83%	40% ▲
✓	Stable Living Situation		12	100%	95%	96%	5%
●	Employed		1	8%	25%	9%	-17% ▼
●	Improved/Maintained Axis V GAF Score		7	78%	95%	72%	-17% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		10	2,119 days	0.3	88%	90%	92%	-2%
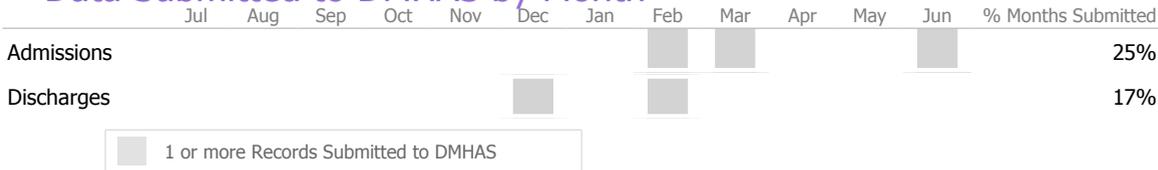
	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								▫	▫			▫	25%
Discharges					▫			▫					17%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 72 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	142	202	-30%	▼
Admits	62	151	-59%	▼
Discharges	89	140	-36%	▼
Service Hours	1,542	1,965	-22%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Employed		33	23%	35%	39%	-12%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		55	98%	90%	96%	8%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	93%

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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	24	-4%
Admits	3	3	0%
Discharges	4	4	0%
Bed Days	7,239	7,510	-4%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		4	100%	60%	71%	40%	▲
🔴	Follow-up within 30 Days of Discharge		3	75%	90%	79%	-15%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		15	65%	60%	83%	5%	
✓	Stable Living Situation		22	96%	95%	96%	1%	
🔴	Employed		1	4%	25%	9%	-21%	▼
🔴	Improved/Maintained Axis V GAF Score		17	77%	95%	72%	-18%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	97%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	64%
✓	SA Screen Complete	100%	63%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
✓	Valid Axis V GAF Score	100%	97%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		20	2,066 days	0.2	99%	90%	92%	9%
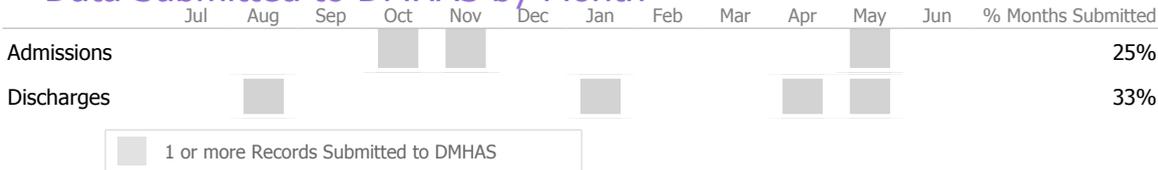
🔵 < 90%   ⬜ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				⬜	⬜						⬜		25%
Discharges	⬜					⬜				⬜	⬜		33%

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 72 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	170	168	1%	
Admits	60	59	2%	
Discharges	62	56	11%	▲
Service Hours	3,990	3,900	2%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	92%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	92%	67%
✔	SA Screen Complete	93%	65%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	97%
✔	Valid Axis V GAF Score	100%	93%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		52	84%	65%	70%	19%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		164	94%	60%	76%	34%	▲
✔	Stable Living Situation		166	95%	80%	92%	15%	▲
🔴	Employed		15	9%	20%	11%	-11%	▼
🔴	Improved/Maintained Axis V GAF Score		134	87%	95%	61%	-8%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		114	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	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	7	43%	▲
Admits	4	1	300%	▲
Discharges	4	1	300%	▲
Bed Days	2,344	2,188	7%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		4	100%	60%	71%	40%	▲
✓ Follow-up within 30 Days of Discharge		4	100%	90%	79%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		8	80%	60%	83%	20%	▲
✓ Stable Living Situation		10	100%	95%	96%	5%	
● Employed		0	0%	25%	9%	-25%	▼
● Improved/Maintained Axis V GAF Score		7	78%	95%	72%	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	97%

Cooccurring		Actual	State Avg
MH Screen Complete		60%	64%
SA Screen Complete		60%	63%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	97%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		6	756 days	0.2	107%	90%	92%	17%	▲
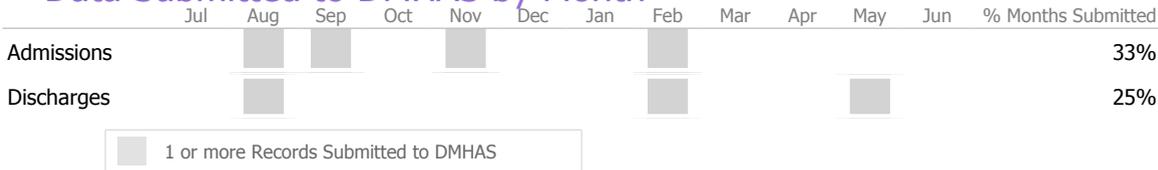
■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢	▢		▢			▢					33%
Discharges	▢							▢		▢			25%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 72 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	13	-62%	▼
Admits	-	2	-100%	▼
Discharges	-	8	-100%	▼
Service Hours	387	916	-58%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		5	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	97%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	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 69 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	22	-36%	▼
Admits	2	14	-86%	▼
Discharges	3	11	-73%	▼
Service Hours	23	48	-53%	▼

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	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮		92%

▢ 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	1	100%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	390	207	88%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	65%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		2	100%	60%	88%	40%	▲
✔ Stable Living Situation		2	100%	85%	94%	15%	▲
🔴 Employed		0	0%	25%	12%	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	94%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		2	100%	90%	98%	10%

Data Submitted to DMHAS by Month
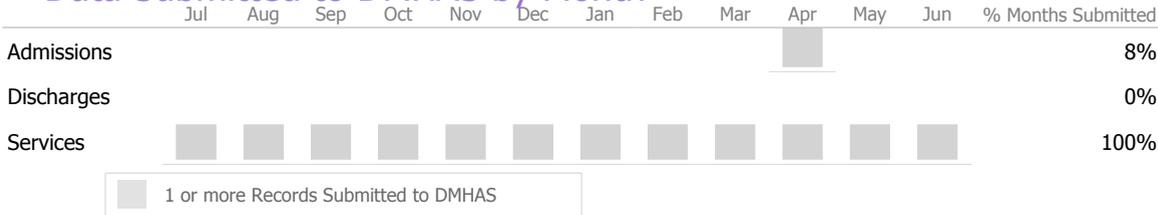
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										▪			8%
Discharges													0%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 51 Active Residential Support Programs

Joe's Place
Reliance House
Mental Health - Residential Services - Supervised Apartments

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	2		
Admits	2	-	
Discharges	-	-	
Service Hours	33	-	
Bed Days	23	-	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	97%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	64%
✔ SA Screen Complete		100%	63%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	71%	N/A
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
✔ Stable Living Situation		2	100%	95%	96%	5%
🔴 Social Support		1	50%	60%	83%	-10%
🔴 Employed		0	0%	25%	9%	-25% ▼
🔴 Improved/Maintained Axis V GAF Score		N/A	N/A	95%	72%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate	-	6	10 days	3.0	13%	90%	93%	13%

	< 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													0%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 72 Active Supervised Apartments 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	▲
Admits	7	4	75%	▲
Discharges	6	7	-14%	▼
Bed Days	1,232	1,562	-21%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	97%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		75%	64%
✓ SA Screen Complete		75%	63%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		5	83%	60%	71%	23%	▲
✓ Follow-up within 30 Days of Discharge		5	100%	90%	79%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		9	90%	60%	83%	30%	▲
● Stable Living Situation		9	90%	95%	96%	-5%	
● Employed		1	10%	25%	9%	-15%	▼
● Improved/Maintained Axis V GAF Score		7	88%	95%	72%	-7%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		6	398 days	0.3	56%	90%	92%	-34%	▼
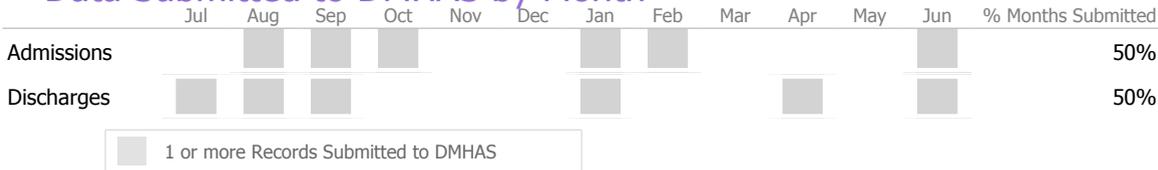
☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		☐	☐	☐			☐	☐				☐	50%
Discharges	☐	☐	☐				☐			☐		☐	50%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 72 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	3	3	0%
Discharges	3	3	0%
Bed Days	1,804	1,818	-1%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	97%

Cooccurring		Actual	State Avg
MH Screen Complete		60%	64%
✔ SA Screen Complete		80%	63%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		2	67%	60%	71%	7%
✔ Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		7	88%	60%	83%	28% ▲
✔ Stable Living Situation		8	100%	95%	96%	5%
✔ Improved/Maintained Axis V GAF Score		6	100%	95%	72%	5%
🔴 Employed		0	0%	25%	9%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		5	651 days	0.2	99%	90%	92%	9%

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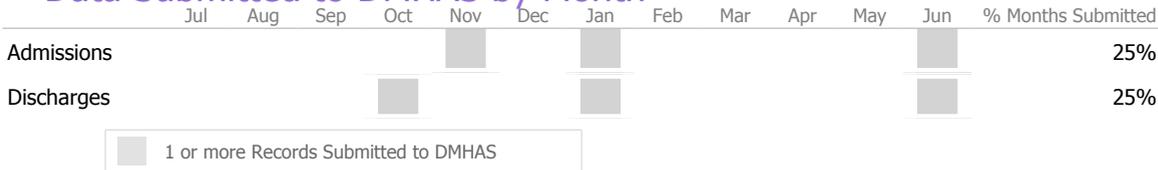
Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 72 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	3	5	-40% ▼
Discharges	4	4	0%
Service Hours	666	798	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		22	100%	85%	93%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	88%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)
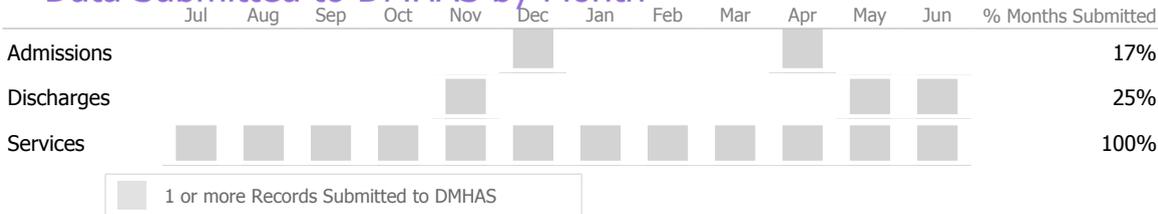
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	28	18%	▲
Admits	9	4	125%	▲
Discharges	3	4	-25%	▼
Service Hours	1,051	1,162	-10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		27	82%	85%	89%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		30	100%	90%	97%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

☐ Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 69 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 2014 - June 2015 (Data as of Sep 17, 2015)
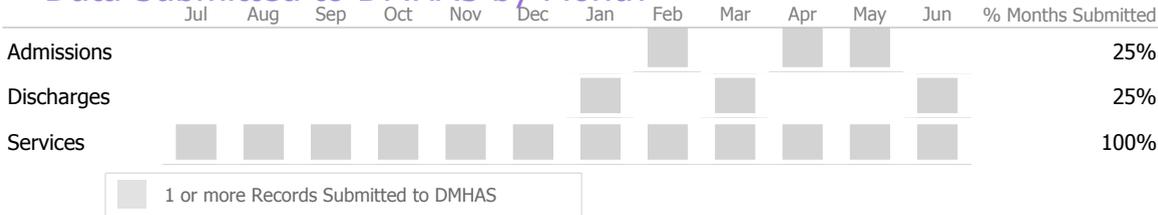
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	143	-55%	▼
Admits	11	99	-89%	▼
Discharges	65	97	-33%	▼
Service Hours	186	1,147	-84%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	at least 1 Service within 180 days		11	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▨	▨											17%
Discharges	▨	▨	▨	▨									33%
Services	▨	▨	▨										25%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
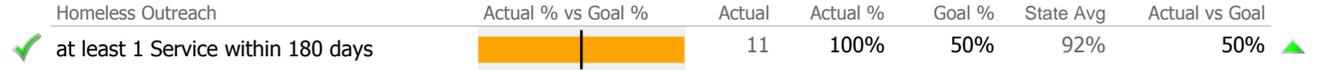
* State Avg based on 38 Active Outreach & Engagement Programs

Penobscot Place 409-285
Reliance House
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	37	49	-24%	▼
Admits	13	16	-19%	▼
Discharges	8	25	-68%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	1,268	705	80%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		26	90%	90%	75%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪					▪	▪		▪	67%
Discharges										▪			8%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▮ Goal	✔ Goal Met	⬤ Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

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

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	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	185	314	-41% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	93%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	88%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	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 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 2014 - June 2015 (Data as of Sep 17, 2015)
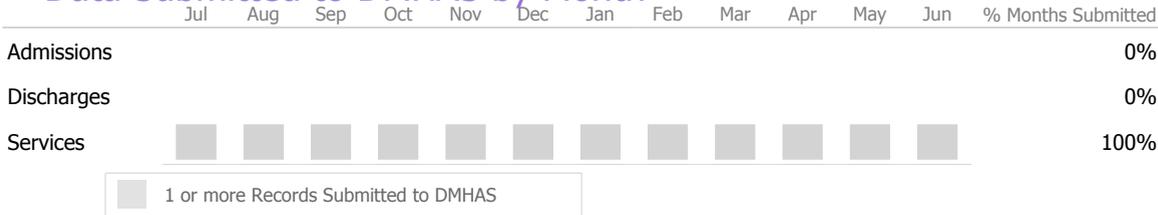
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	15	20%	▲
Admits	3	1	200%	▲
Discharges	3	-		
Service Hours	1,048	986	6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		15	83%	85%	89%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		15	100%	90%	97%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

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

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

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

Respite Apartment 409-201
Reliance House
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)
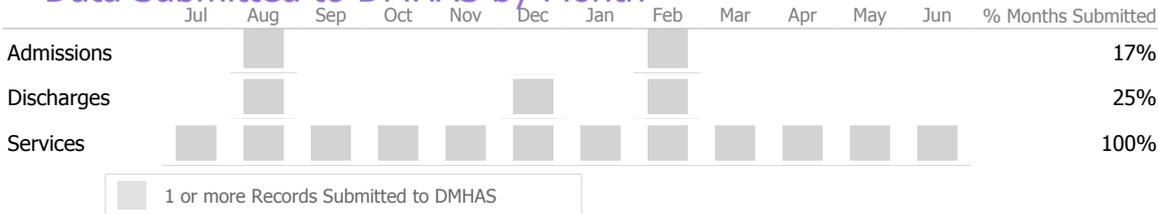
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	18	-17%	▼
Admits	15	16	-6%	
Discharges	12	18	-33%	▼
Service Hours	29	1		

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		90%	97%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		N/A	80%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	58%	95%	75%	-37%	▼
✔️	No Re-admit within 30 Days of Discharge		12	100%	85%	91%	15%	▲
🔴	Follow-up within 30 Days of Discharge		3	43%	90%	86%	-47%	▼

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		1	33%	90%	94%	-57%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪		▪	▪	▪	▪				▪	50%
Discharges				▪		▪	▪	▪		▪	▪		50%
Services			▪	▪	▪	▪	▪			▪	▪	▪	67%

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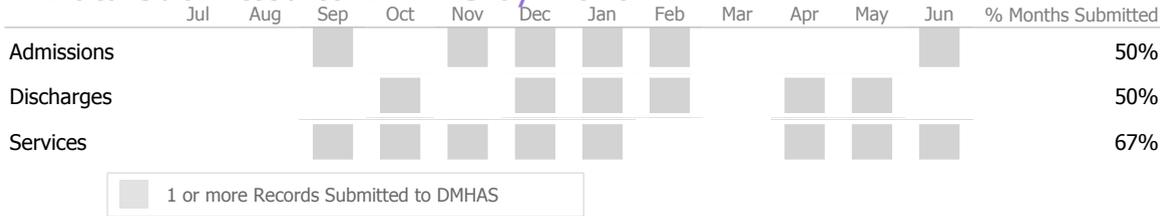
▲ > 10% Over   ▼ < 10% Under

▪ Actual		Goal	✔️ Goal Met	🔴 Below Goal

* State Avg based on 9 Active Transitional Programs

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

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	132	131	1%	
Admits	54	51	6%	
Discharges	60	52	15%	▲
Service Hours	3,611	3,783	-5%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	94%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		38	63%	50%	65%	13%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		118	88%	60%	88%	28%	▲
✔	Stable Living Situation		125	93%	85%	94%	8%	
🔴	Employed		5	4%	25%	12%	-21%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		74	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													100%
Discharges													100%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✔ Goal Met | 🔴 Below Goal |

* State Avg based on 51 Active Residential Support Programs

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

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	56	75	-25% ▼
Admits	27	44	-39% ▼
Discharges	33	46	-28% ▼
Service Hours	648	704	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Enrolled in Educational Program		2	3%	35%	28%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		26	96%	90%	98%	6%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	60%

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 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	160	174	-8%	
Admits	81	64	27%	▲
Discharges	57	102	-44%	▼
Service Hours	15	55	-72%	▼
Social Rehab/PHP/IOP Days	3,844	5,871	-35%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		112	96%	90%	75%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢		▢	▢		▢			▢	67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| ▮ Actual | | Goal | ✔ Goal Met | ⬤ Below Goal |

* State Avg based on 39 Active Social Rehabilitation Programs

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

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	33	28	18%	▲
Admits	19	17	12%	▲
Discharges	19	17	12%	▲
Bed Days	4,773	5,062	-6%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	97%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	64%
✓ SA Screen Complete		100%	63%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		97%	99%
Valid Axis V GAF Score		94%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		12	63%	60%	71%	3%	
🔴 Follow-up within 30 Days of Discharge		9	75%	90%	79%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		25	76%	60%	83%	16%	▲
🔴 Employed		5	15%	25%	9%	-10%	▼
🔴 Stable Living Situation		26	79%	95%	96%	-16%	▼
🔴 Improved/Maintained Axis V GAF Score		19	73%	95%	72%	-22%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	359 days	0.2	93%	90%	92%	3%

▨ < 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	▨	▨	▨		▨	▨	▨	▨	▨	▨			92%
Discharges	▨	▨	▨	▨	▨	▨	▨		▨	▨	▨		92%

▨	1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▨ Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 72 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	53	-8%	
Admits	22	27	-19%	▼
Discharges	18	29	-38%	▼
Service Hours	2,156	1,976	9%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	39%	50%	65%	-11%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		36	72%	60%	88%	12%	▲
🔴	Stable Living Situation		37	74%	85%	94%	-11%	▼
🔴	Employed		3	6%	25%	12%	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	94%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		31	97%	90%	98%	7%

Data Submitted to DMHAS by Month
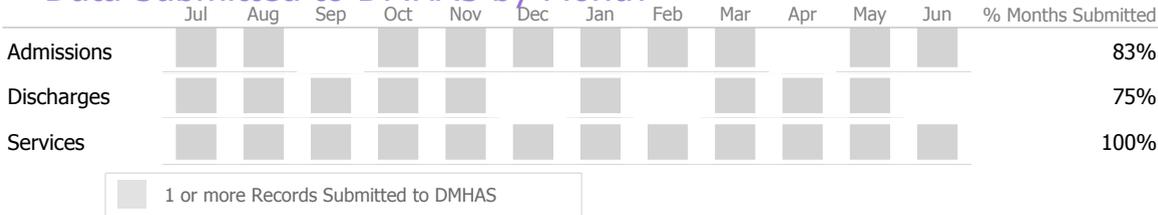
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪	▪	▪	▪	▪			▪	▪	83%
Discharges	▪	▪	▪	▪	▪		▪		▪	▪			75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▪ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 51 Active Residential Support Programs

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

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	107	91	18%	▲
Admits	43	47	-9%	
Discharges	38	32	19%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪				▪		▪		▪	58%

	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 - Residential Services - Supervised Apartments

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	6	6	0%	
Admits	2	1	100%	▲
Discharges	2	2	0%	
Bed Days	1,398	1,764	-21%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	97%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	64%
✔ SA Screen Complete		100%	63%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		2	100%	60%	71%	40%	▲
✔	Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		5	83%	60%	83%	23%	▲
✔	Stable Living Situation		6	100%	95%	96%	5%	
●	Employed		1	17%	25%	9%	-8%	
●	Improved/Maintained Axis V GAF Score		2	40%	95%	72%	-55%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		5	562 days	0.3	77%	90%	92%	-13%	▼

	< 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 72 Active Supervised Apartments Programs