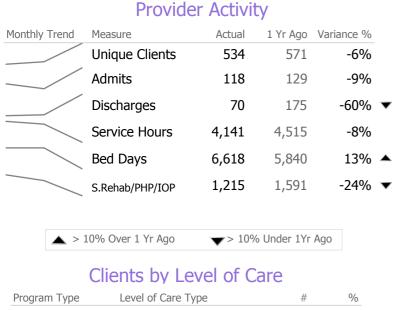
#### **Reliance House**

Norwich, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

(Based on 130 FY15 Surveys)

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)



Mental Health								
Residential Services	199	26.3%						
Social Rehabilitation	127	16.8%						
Community Support	124	16.4%						
Case Management	116	15.3%						
Employment Services	72	9.5%						
Recovery Support	71	9.4%						
Education Support	35	4.6%						
Housing Services	13	1.7%						

#### **Consumer Satisfaction Survey** Question Domain Satisfied % Goal % Satisfied % vs Goal% State Avg General Satisfaction 98% 80% 92% Participation in Treatment 93% 80% 92% Overall 92% 80% 91% 91% 80% 91% Respect Quality and Appropriateness 80% 93% 91% Access 90% 80% 88% Outcome 80% 83% 82% 77% 80% 79% Recovery Satisfied % Goal % 0-80% 80-100% ✓ Goal Met Under Goal

## **Client Demographics**

Age

18-25

26-34

35-44 📒

45-54

55-64

65+

**Ethnicity** 

Non-Hispanic

Hisp-Puerto Rican

Hispanic-Mexican

Hispanic-Cuban

Hispanic-Other

Unknown

#

34

58

92

173

152

25

#

490

20

13

10

1

-	%	State Avg	Gender	#	%	State Avg
ŀ	6%	13%	Male 🗾	276	52%	58%
8	11%	▼ 22%	Female	257	48%	42%
)	17%	19%				
)	32%	24%				
)	28%	<b>▲</b> 17%	Race	#	%	State Avg
)	5%	5%	White/Caucasian	408	76%	66%
			Black/African American	68	13%	16%
	%	State Avg	Other	34	6%	13%
	92%	▲ 75%	Am. Indian/Native Alaskan	9	2%	0%
	4%	12%	Multiple Races	8	1%	1%
	2%	6%	Asian	3	1%	1%
	2%	5%	Hawaiian/Other Pacific Islander	2	0%	0%
			Unknown	2	0%	3%
	0%	1%				
		0%				

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	16	-38%	•
Admits	1	1	0%	
Discharges	-	2	-100%	▼
Service Hours	35	84	-59%	•

## Data Submission Quality

Data Entry	Actual	State Avg
√ Valid NOMS Data	100%	96%
	·	
On-Time Periodic	Actual	State Avg
🞻 6 Month Updates	100%	72%

## Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	50%	57%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		9	90%	60%	68%	30%	
$\checkmark$	Stable Living Situation		10	100%	80%	86%	20%	
$\checkmark$	Employed		2	20%	20%	11%	0%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		10	100%	90%	77%	10%	

## Data Submitted to DMHAS by Month

		Jul	Aug	Sep	% Months Submitted
Admission	S				33%
Discharge	S				0%
Services					100%
		1 or mo	re Recor	ds Subr	nitted to DMHAS

	> 10% 0	ver	<b>V</b> < 10	% Under	
Actual	Goal	<b>«</b>	Goal Met	Belo	w Goal

\* State Avg based on 31 Active Standard Case Management Programs

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	7	14%	
Admits	2	1	100%	
Discharges	1	1	0%	
Bed Days	532	578	-8%	

## Data Submission Quality

	Data Entry		Actual	State Avg
	Valid NOMS Data		93%	99%
	On-Time Periodic		Actual	State Avg
$\checkmark$	6 Month Updates		100%	97%
	Contraction		Ashist	Charles Asso
	Cooccurring		Actual	State Avg
	MH Screen Complete		67%	76%
	SA Screen Complete		67%	76%
		•		
	Diagnosis		Actual	State Avg
$\checkmark$	Valid Axis I Diagnosis		100%	99%
	Valid Axis V GAF Score		100%	96%

## Data Submitted to DMHAS by Month

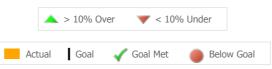
		JUI	Aug	Sep	% Months Submitted
Admissions	5				33%
Discharges	5				33%
		1 or mo	re Recor	ds Subr	nitted to DMHAS

## Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Treatment Completed Successfully		1	100%	60%	63%	40%	
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Social Support		4	50%	60%	86%	-10%	
	Stable Living Situation		6	75%	95%	97%	-20%	-
	Employed		0	0%	25%	8%	-25%	-
	Improved/Maintained Axis V GAF Score		4	80%	95%	66%	-15%	-

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		7	916 days	0.9	83%	90%	91%	-7%
< 9	90% 90-110%		>110%					



## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% 🔺
Admits	-	-	
Discharges	-	-	
Bed Days	920	828	11% 🔺

## Data Submission Quality

	Data Entry	Actu	al State	Avg
	Valid NOMS Data	N/	A 9	9%
	On-Time Periodic	Actu	al State	Avg
<b>«</b>	6 Month Updates	1009	% <u>9</u>	97%
	Cooccurring	Actu	al State	Avg
$\checkmark$	MH Screen Complete	1009	% 7	76%
V	SA Screen Complete	1009	% 7	76%
	Diagnosis	Actu	al State	Avg
$\checkmark$	Valid Axis I Diagnosis	1009	% 9	9%
, √	Valid Axis V GAF Score	1009	% 9	6%

## Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	60%	63%	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%	81%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
<b>«</b>	Social Support		10	100%	60%	86%	40%	
<b>«</b>	Stable Living Situation		10	100%	95%	97%	5%	
	Improved/Maintained Axis V GAF Score		8	89%	95%	66%	-6%	
	Employed	■   ·	1	10%	25%	8%	-15%	•

#### **Bed Utilization**

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Avg Utilization Ra	ate	10	1,875 days	1.0	100%	90%	91%	10%
		< 90% 90-110	)%	>110%					

## Data Submitted to DMHAS by Month

Jul	Aug	Sep	% Months Submitted
			0%
			0%
1 or mo	ore Reco	rds Subr	nitted to DMHAS
	1 or mo		Jul Aug Sep

	> 10% Ov	ver 🔻 < 100	% Under	
Actual	Goal	🞻 Goal Met	Belov	w Goal

#### 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 2015 - September 2015 (Data as of Jan 05, 2016)

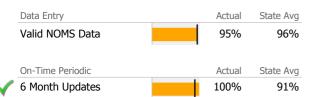
## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	94	-23%	▼
Admits	13	11	18%	
Discharges	6	35	-83%	•
Service Hours	321	494	-35%	•

#### Recovery

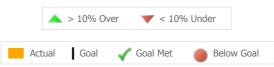
	,						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Employed		31	43%	35%	43%	8%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Clients Receiving Services		65	98%	90%	92%	8%

## Data Submission Quality



## Data Submitted to Sep DMHAS by Month





\* State Avg based on 40 Active Employment Services Programs

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	1	-	
Discharges	-	1	-100% 🔻
Bed Days	1,832	1,780	3%

## Data Submission Quality

	Data Entry	A	Actual	State Avg
	Valid NOMS Data		87%	99%
	On-Time Periodic	4	Actual	State Avg
V	6 Month Updates	1	.00%	97%
	Cooccurring		Actual	State Avg
$\checkmark$	MH Screen Complete	1	.00%	76%
$\checkmark$	SA Screen Complete	1	.00%	76%
	Diagnosis	A	Actual	State Avg
<i></i>	Valid Axis I Diagnosis	1	.00%	99%
1	Valid Axis V GAF Score	1	.00%	96%

## Data Submitted to DMHAS by Month

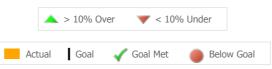
	Jui	Aug	Sep	70 MONUS SUDINILLEU
Admissions				33%
Discharges				0%
	1 or m	iore Recoi	ds Subr	nitted to DMHAS

## Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Treatment Completed Successfully		N/A	N/A	60%	63%	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%	81%	N/A
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Social Support		14	70%	60%	86%	10%
<b>«</b>	Stable Living Situation		20	100%	95%	97%	5%
	Employed		0	0%	25%	8%	-25% 🔻
	Improved/Maintained Axis V GAF Score		14	78%	95%	66%	-17% 🔻

## Bed Utilization

		12	Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Avg Utilization R	ate		20	2,048 days	1.0	100%	90%	91%	10%
		< 90%	90-110%		>110%					



Measure	Actual	1 Yr Ago	Variance %
Unique Clients	124	135	-8%
Admits	11	22	-50% 🔻
Discharges	8	21	-62% 🔻
Service Hours	967	1,070	-10%

## Data Submission Quality

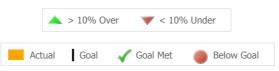
	Data Entry	Actua	State Avg
	Valid NOMS Data	92%	97%
	On-Time Periodic	Actua	State Avg
<	6 Month Updates	100%	92%
	Cooccurring	Actua	State Avg
$\checkmark$	MH Screen Complete	100%	83%
$\checkmark$	SA Screen Complete	100%	82%
		·	
	Diagnosis	Actua	State Avg
$\checkmark$	Valid Axis I Diagnosis	100%	96%
<i></i>	Valid Axis V GAF Score	100%	92%

## Data Submitted to DMHAS by Month

	Jui	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%
	1 or mo	re Recor	ds Subr	nitted to DMHAS

## **Discharge Outcomes**

		Actual % vs Goal %	Actual	Actual 0/	Goal %	Ctoto Ava	Actual via Coal	
		Actual % VS Goal %	Actual	Actual %		State Avg	Actual vs Goal	
$\checkmark$	Treatment Completed Successfully		7	88%	65%	63%	23%	<b></b>
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		117	94%	60%	79%	34%	
$\checkmark$	Stable Living Situation		121	98%	80%	92%	18%	
	Employed		12	10%	20%	11%	-10%	-
	Improved/Maintained Axis V GAF Score		89	90%	95%	53%	-5%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		116	100%	90%	94%	10%	



\* State Avg based on 40 Active CSP Programs

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	8	-13%	▼
Admits	1	2	-50%	▼
Discharges	-	2	-100%	▼
Bed Days	618	512	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	0%	76%
SA Screen Complete	0%	76%
I		
Diagnosis	Actual	State Avg
🞻 Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

## Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	60%	63%	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%	81%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		6	86%	60%	86%	26% 🔺	
<b>«</b>	Stable Living Situation		7	100%	95%	97%	5%	
	Improved/Maintained Axis V GAF Score		5	83%	95%	66%	-12% 🤘	
	Employed		0	0%	25%	8%	-25% 🤘	<b>/</b>

#### **Bed Utilization**

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Avg Utilization Rate		6	557 days	0.9	112%	90%	91%	22% 🔺
	< 90	90-110%		>110%					

## Data Submitted to DMHAS by Month

	Jui	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
	1 or mo	re Recor	ds Subr	nitted to DMHAS

	> 10% 0	ver 🔻 < 10º	% Under	
Actual	Goal	🖌 Goal Met	Below G	bal

#### 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 2015 - September 2015 (Data as of Jan 05, 2016)

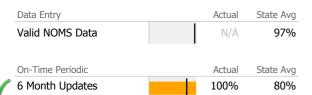
## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Service Hours	65	116	-44%

#### Recovery

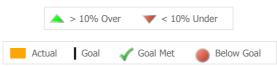
	/							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Stable Living Situation		5	100%	85%	82%	15% 🧹	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		5	100%	90%	86%	10%	

## Data Submission Quality



## Data Submitted to DMHAS by Month

Jul	Aug	Sep	% Months Submitted		
			0%		
			0%		
			100%		
1 or more Records Submitted to DMHAS					



\* State Avg based on 70 Active Supportive Housing – Scattered Site Programs

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	2	1	100% 🔺
Discharges	-	-	
Service Hours	5	5	15% 🔺

Data		to DMHAS by Mon Sep % Months Submitted	th				
Admissions		67%					
Discharges		0%					
Services		67%					
1 or more Records Submitted to DMHAS							

	> 10% 0	ver	▼ < 10%	% Unde	r	
Actual	Goal	🖌 Go	oal Met		Belo	w Goal

\* State Avg based on 5 Active Housing Coordination Programs

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	1	100% 🔺
Admits	-	-	
Discharges	-	-	
Service Hours	135	58	134% 🔺

## Data Submission Quality

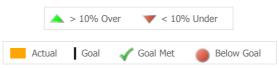
Actual	State Avg
N/A	97%
Actual	State Avg
100%	91%
	N/A Actual

## Data Submitted to DMHAS by Month

		Jui	Aug	Sep	% Months Submitted			
Admissions					0%			
Discharges					0%			
Services					100%			
	1	1 or more Records Submitted to DMHAS						

## Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Treatment Completed Successfully		N/A	N/A	50%	72%	N/A
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Social Support		2	100%	60%	87%	40% 🔺
$\checkmark$	Stable Living Situation		2	100%	85%	92%	15% 🤺
	Employed		0	0%	25%	13%	-25%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<	Clients Receiving Services		2	100%	90%	95%	10%



\* State Avg based on 51 Active Residential Support Programs

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3		
Admits	1	-	
Discharges	-	-	
Service Hours	177	-	
Bed Days	211	-	

## Data Submission Quality

		a
Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
•		
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	97%
Cooccurring	Actual	State Avg
		State Avg
🖌 MH Screen Complete	100%	76%
<ul> <li>✓ MH Screen Complete</li> <li>✓ SA Screen Complete</li> </ul>	100% 100%	
		76%

🞻 Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

## Data Submitted to DMHAS by Month

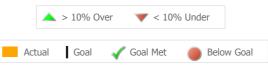


#### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	63%	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%	81%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		2	67%	60%	86%	7%
Stable Living Situation		3	100%	95%	97%	5%
Employed		0	0%	25%	8%	-25%
Improved/Maintained Axis V GAF Score		N/A	N/A	95%	66%	-95%

#### Bed Utilization

	12	Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization Rat	æ		6	104 days	2.0	38%	90%	91%	-52%	▼
	< 90%	90-110%	6	>110%						



## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	2	-50% 🔻
Discharges	1	3	-67% 🔻
Bed Days	390	184	112% 🔺

## Data Submission Quality

Data Entry	Actua	I State Avg
√ Valid NOMS Data	100%	99%
On-Time Periodic	Actua	I State Avg
🞻 6 Month Updates	100%	97%
•		
Cooccurring	Actua	State Avg
√ MH Screen Complete	100%	5 76%
🞻 SA Screen Complete	100%	5 76%
Diagnosis	Actua	State Avg
🞻 Valid Axis I Diagnosis	100%	99%
🖌 Valid Axis V GAF Score	100%	96%

## Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		0	0%	60%	63%	-60%	-
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		4	80%	60%	86%	20%	
$\checkmark$	Stable Living Situation		5	100%	95%	97%	5%	
	Employed		1	20%	25%	8%	-5%	
$\checkmark$	Improved/Maintained Axis V GAF Score		4	100%	95%	66%	5%	
*	1 ,							

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization Rate		6	411 days	1.2	71%	90%	91%	-19%	▼
< 90	% 90-110%		>110%						

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
	1 or mo	ore Recor	ds Subr	nitted to DMHAS

	> 10% Ov	ver 🔻 < 109	6 Under	
Actual	Goal	🖌 Goal Met	Belov	v Goal

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	460	460	0%

## 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		N/A	76%
SA Screen Complete	i	N/A	76%
Diagnosis		Actual	State Avg
🞻 Valid Axis I Diagnosis		100%	99%
🗸 Valid Axis V GAF Score		100%	96%

## **Discharge Outcomes**

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Treatment Completed Successfully		N/A	N/A	60%	63%	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%	81%	N/A
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Social Support		5	100%	60%	86%	40% 🔺
$\checkmark$	Stable Living Situation		5	100%	95%	97%	5%
$\checkmark$	Improved/Maintained Axis V GAF Score		4	100%	95%	66%	5%
	Employed		0	0%	25%	8%	-25% 🔻

#### **Bed Utilization**

		:	L2 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Avg Utilization I	Rate		5	616 days	1.0	100%	90%	91%	10%
		< 90%	90-110%		>110%					

## Data Submitted to DMHAS by Month

	Jui	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
	1 or mo	re Recor	ds Subr	nitted to DMHAS

	> 10% 0	ver 🔻 < 10°	% Under	
Actual	Goal	🖌 Goal Met	Belov	v Goal

#### 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 2015 - September 2015 (Data as of Jan 05, 2016)

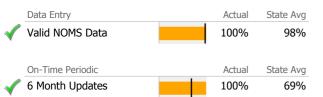
## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	19	0%
Admits	1	-	
Discharges	-	-	
Service Hours	177	147	20% 🔺

#### Recovery

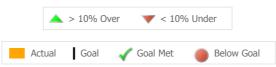
	,							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Stable Living Situation		19	100%	85%	90%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		19	100%	90%	85%	10%	

## Data Submission Quality



## Data Submitted to DMHAS by Month

	33%
	5570
	0%
	100%



\* 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 2015 - September 2015 (Data as of Jan 05, 2016)

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	24	33% 🔺
Admits	2	-	
Discharges	-	-	
Service Hours	378	315	20% 🔺

#### Recovery

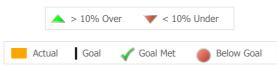
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Stable Living Situation		24	75%	85%	82%	-10%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Clients Receiving Services		31	97%	90%	86%	7%

## Data Submission Quality



## Data Submitted to DMHAS by Month

	Aug	Sep	% Months Submitted
			33%
			0%
			100%



\* State Avg based on 70 Active Supportive Housing – Scattered Site Programs

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	65	•
Admits	-	11	-100% 🔻
Discharges	-	28	-100% 🔻
Service Hours	-	186	-100% 🔻

#### Data Submitted to DMHAS by Month

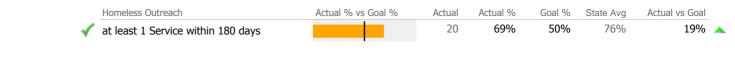
	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
	1 or mo	ore Recor	ds Subi	nitted to DMHAS

	> 10% 0	ver 🔻 < 10°	% Under	
Actual	Goal	🖌 Goal Met	Belov	v Goal

\* State Avg based on 38 Active Outreach & Engagement Programs

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29		
Admits	29	-	
Discharges	-	-	
Service Hours	23	-	

## Service Engagement



#### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted				
Admissions				33%				
Discharges				0%				
Services				0%				
1 or more Records Submitted to DMHAS								

	> 10% 0	ver 🔻 < 109	% Under	
Actual	Goal	🗹 Goal Met	Below	Goal

\* State Avg based on 38 Active Outreach & Engagement Programs

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

## **Program Activity**

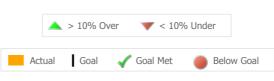
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	27	19% 🔺
Admits	6	3	100% 🔺
Discharges	1	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	364	330	10%

#### Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	28	90%	90%	57%	0%
	Actual % vs Goal %				

## Data Submitted to DMHAS by Month Jul Aug Sep % Months Submitted Admissions 67%

	1 or more Records Subn	nitted to DMHAS
Services		100%
Discharges	6	33%
Admissions	5	67%



\* 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 2015 - September 2015 (Data as of Jan 05, 2016)

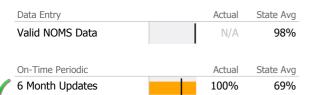
## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	55	75	-27% 🔻

#### Recovery

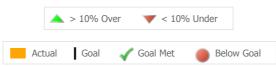
	/							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Stable Living Situation		4	100%	85%	90%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		4	100%	90%	85%	10%	

## Data Submission Quality



## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
				0%
				0%
				100%
1	ds Subr	nitted to DMHAS		



\* 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 2015 - September 2015 (Data as of Jan 05, 2016)

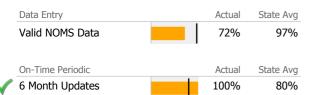
## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	16	6%	
Admits	2	1	100% 🔺	
Discharges	-	1	-100% 🔻	
Service Hours	220	218	1%	

#### Recovery

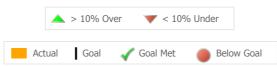
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Stable Living Situation		16	94%	85%	82%	9%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Clients Receiving Services		17	100%	90%	86%	10%

## Data Submission Quality



## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted					
Admission	S			67%					
Discharge	5			0%					
Services				100%					
	1 or more Records Submitted to DMHAS								



\* State Avg based on 70 Active Supportive Housing – Scattered Site Programs

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	4	0%	
Admits	1	4	-75% 🔻	
Discharges	-	-		
Service Hours	48	6		

## Data Submission Quality

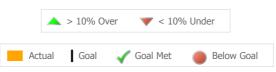
Data Entry	Actual	State Avg
Valid NOMS Data	90%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	86%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				67%
Services	1 or mo	Pacar	rde Subr	67 nitted to DMHAS

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goa
Treatment Completed Successfully		N/A	N/A	95%	82%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goa
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	94%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goa
Follow-up within 30 Days of Discharge		N/A	N/A	90%	86%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goa
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goa
Clients Receiving Services		4	100%	90%	96%	10%



\* State Avg based on 9 Active Transitional Programs

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	90	-7%
Admits	10	10	0%
Discharges	14	19	-26% 🔻
Service Hours	892	981	-9%

## Data Submission Quality

	Data Entry	Actual	State Avg
	Valid NOMS Data	94%	97%
		•	
	On-Time Periodic	Actual	State Avg
$\checkmark$	6 Month Updates	100%	91%

## Data Submitted to Sep DMHAS by Month



## **Discharge Outcomes**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	I
Treatment Completed Successfully		5	36%	50%	72%	-14%	)
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Social Support		73	87%	60%	87%	27%	-
Stable Living Situation		80	95%	85%	92%	10%	
Employed	· · ·	5	6%	25%	13%	-19%	,
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		69	97%	90%	95%	7%	



\* State Avg based on 51 Active Residential Support Programs

**Reliance House** 

Mental Health - Education Support - Education Support

## Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	39	-10% 🔻	
Admits	6	6	0%	
Discharges	7	15	-53% 🔻	
Service Hours	168	224	-25% 🔻	

#### Recovery

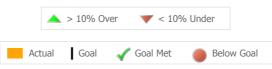
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Enrolled in Educational Program		4	11%	35%	40%	-24%	-
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		28	100%	90%	93%	10%	

## Data Submission Quality

	Data Entry	Actual	State Avg
	Valid NOMS Data	95%	98%
	On-Time Periodic	Actual	State Avg
$\checkmark$	6 Month Updates	100%	93%

## Data Submitted to Sep DMHAS by Month





\* 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 2015 - September 2015 (Data as of Jan 05, 2016)

## **Program Activity**

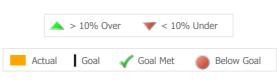
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	125	-13% 🔻
Admits	15	33	-55% 🔻
Discharges	21	24	-13% 🔻
Service Hours	3	4	-21% 🔻
Social Rehab/PHP/IOP Days	851	1,261	-33% 🔻

#### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients	Receiving Services		78	89%	90%	57%	-1%

## Data Submitted to DMHAS by Month Jul Aug Sep % Months Submitted Admissions 100%

	1 or more Records Submitted to DMHAS
Services	100%
Discharges	33%
Admission	5 100%



\* State Avg based on 39 Active Social Rehabilitation Programs

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	19	-21%	▼
Admits	1	5	-80%	▼
Discharges	3	5	-40%	▼
Bed Days	1,251	1,171	7%	

## Data Submission Quality

Data Entry	A	Actual	State Avg
Valid NOMS Data		98%	99%
On-Time Periodic	A	Actual	State Avg
6 Month Updates	1	00%	97%
Cooccurring	A	Actual	State Avg
5			76%
And Screen complete			
SA Screen Complete	1	00%	76%
Diagnosis	P	Actual	State Avg
Valid Axis I Diagnosis		93%	99%
	Valid NOMS Data On-Time Periodic 6 Month Updates Cooccurring MH Screen Complete SA Screen Complete Diagnosis	Valid NOMS Data On-Time Periodic 6 Month Updates 1 Cooccurring MH Screen Complete SA Screen Complete Diagnosis	Valid NOMS Data     98%       On-Time Periodic     Actual       6 Month Updates     100%       Cooccurring     Actual       MH Screen Complete     100%       SA Screen Complete     100%       Diagnosis     Actual

## Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V	Treatment Completed Successfully		2	67%	60%	63%	7%	
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Follow-up within 30 Days of Discharge		1	50%	90%	81%	-40%	-
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		10	67%	60%	86%	7%	
	Stable Living Situation		14	93%	95%	97%	-2%	
	Employed		2	13%	25%	8%	-12%	-
	Improved/Maintained Axis V GAF Score		10	83%	95%	66%	-12%	-

## **Bed Utilization**

		12	Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
$\checkmark$	Avg Utilization F	Rate		14	282 days	0.9	97%	90%	91%	7%
		< 90%	90-110%		>110%					

## Data Submitted to DMHAS by Month

87%

96%

	Jui	Aug	Sep	70 MONUNS SUDINILLEU
Admissions				33%
Discharges				33%
	1 or mo	re Recor	ds Subr	nitted to DMHAS

Valid Axis V GAF Score

	> 10% 0	ver 🔻 < 109	6 Under	
Actual	Goal	🞻 Goal Met	Below	/ Goal

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	30	20%	
Admits	3	2	50%	
Discharges	3	5	-40%	▼
Service Hours	473	533	-11%	•

## Data Submission Quality

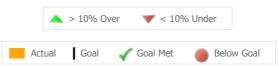
	Data Entry	Actual	State Avg
	Valid NOMS Data	96%	97%
	On-Time Periodic	Actual	State Avg
$\checkmark$	6 Month Updates	100%	91%
4			

## Data Submitted to DMHAS by Month



#### **Discharge Outcomes**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	72%	-17%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		27	75%	60%	87%	15%
Stable Living Situation		34	94%	85%	92%	9%
Employed		1	3%	25%	13%	-22%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	100%	90%	95%	10%



\* State Avg based on 51 Active Residential Support Programs

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	78	-9%
Admits	9	13	-31% 🔻
Discharges	3	12	-75% 🔻

# Data Submitted to DMHAS by Month Jul Aug Sep % Months Submitted Admissions 100% Discharges 67%

1 or more Records Submitted to DMHAS

	> 10% 0	ver 🔻 < 109	% Under	
Actual	Goal	🞻 Goal Met	Below	v Goal

\* State Avg based on 2 Active Transportation Programs

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	5	0%	
Admits	-	1	-100%	▼
Discharges	2	1	100%	
Bed Days	404	327	24%	

## Data Submission Quality

	Data Entry		Actual	State Avg
$\checkmark$	Valid NOMS Data		100%	99%
	On-Time Periodic		Actual	State Avg
$\checkmark$	6 Month Updates		100%	97%
	Cooccurring		Actual	State Avg
	MH Screen Complete		N/A	76%
	SA Screen Complete	i	N/A	76%
	Diagnosis		Actual	State Avg
			100%	99%
Ý	Valid Axis I Diagnosis		100 /0	5570
	Valid Axis V GAF Score		100%	96%

## **Discharge Outcomes**

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		1	50%	60%	63%	-10%	-
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Follow-up within 30 Days of Discharge		1	100%	90%	81%	10%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		4	80%	60%	86%	20%	
$\checkmark$	Stable Living Situation		5	100%	95%	97%	5%	
	Employed	<b>—</b>	1	20%	25%	8%	-5%	
	Improved/Maintained Axis V GAF Score		2	50%	95%	66%	-45%	-

## **Bed Utilization**

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	474 days	1.0	88%	90%	91%	-2%
<	90% 90-110%		>110%					

## Data Submitted to DMHAS by Month



