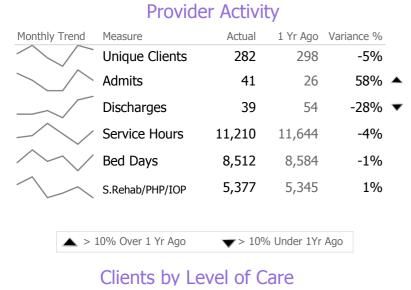
Gilead Community Services Inc.

Middletown, CT

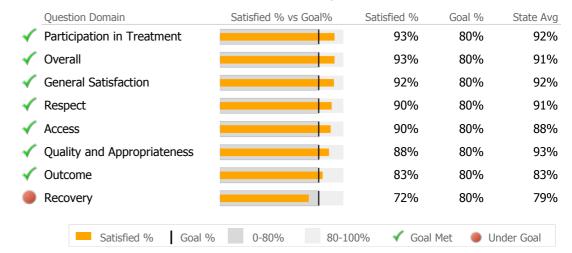
Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)



Program Type Level of Care Type # % **Mental Health** Social Rehabilitation 144 38.6% ACT 93 24.9% **Residential Services** 81 21.7% Community Support 55 14.7%

Consumer Satisfaction Survey (Based on 208 FY17 Surveys)



Client Demographics

Age

18-25

26-34

35-44

45-54 55-64

65+

253

Ethnicity

Non-Hispanic

Hisp-Puerto Rican

Hispanic-Other

Hispanic-Cuban Hispanic-Mexican

Unknown

#	%	State Avg	Gender		#	%	State Avg
5	2%	12%	Male		179	64%	59%
46	16%	23%	Female		102	36%	41%
53	19%	20%	Transgender				0%
63	22%	22%					
80	28%	18%					
35	12%	6%	Race		#	%	State Avg
			White/Caucasian		220	78%	▲ 65%
#	%	State Avg	Black/African American		40	14%	16%
253	90%	▲ 74%	Other		11	4%	13%
14	5%	6%	Multiple Races		6	2%	1%
10	4%	13%	Unknown		3	1%	3%
			Am. Indian/Native Alaskan		1	0%	1%
5	2%	7%	Asian		1	0%	1%
		0%	Hawaiian/Other Pacific Islander				0%
		1%					
	4 -		10% Over State Ave	_	> 1004 11	la dan C	

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

ACT Team 306292

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

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

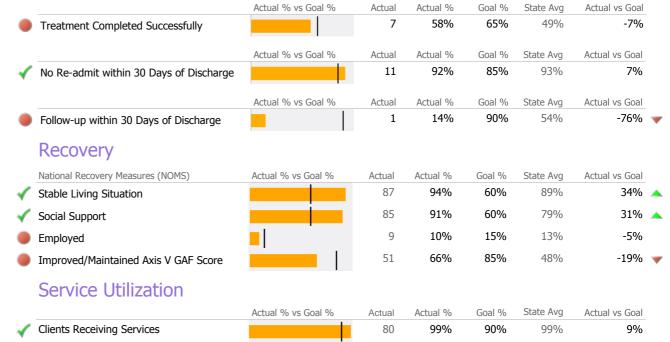
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	102	-9%
Admits	16	12	33% 🔺
Discharges	12	29	-59% 🔻
Service Hours	4,951	4,858	2%

Data Submission Quality

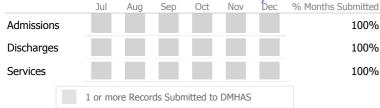
ntry		Actual	State Avg
NOMS Data		100%	97%
ne Periodic		Actual	State Avg
th Updates		69%	87%
ırring		Actual	State Avg
creen Complete		92%	93%
reen Complete		96%	93%
	•		
	ntry NOMS Data ne Periodic th Updates urring creen Complete reen Complete	NOMS Data ne Periodic th Updates urring creen Complete	NOMS Data 100% ne Periodic Actual hth Updates 69% urring Actual creen Complete 92%



Discharge Outcomes



Data Submitted to DMHAS by Month



	>	10% Ove	er 🔪	/ < 10%	Under	
Act	ual	Goal	🖌 Go	al Met	Belo	w Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	57	-4%	
Admits	5	2	150% 🔺	
Discharges	5	5	0%	
Service Hours	1,318	1,192	11% 🔺	

Data Submission Quality

Data Entry	Actual	State Avg
√ Valid NOMS Data	100%	98%
	·	
On-Time Periodic	Actual	State Avg
🖌 6 Month Updates	91%	91%
Cooccurring	Actual	State Avg
؇ MH Screen Complete	100%	89%
💉 SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
🞻 Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	T. I. I.O. I.I.I.O. (III	Actual % vs Goal %	Actual 3	Actual %	Goal %	State Avg 67%	Actual vs Goal	
	Treatment Completed Successfully		2	00%	05%	07%	-5%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		53	96%	60%	81%	36%	
\checkmark	Improved/Maintained Axis V GAF Score		46	92%	65%	61%	27%	
\checkmark	Stable Living Situation		54	98%	80%	92%	18%	
	Employed		9	16%	20%	13%	-4%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		50	100%	90%	98%	10%	

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	5							83%
Discharges	6							67%
Services								100%
1 or more Records Submitted to DMHAS								

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

* State Avg based on 48 Active CSP Programs

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

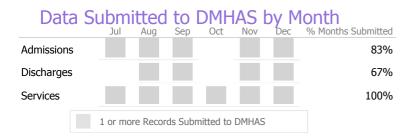
Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	69	-10% 🔻
Admits	9	6	50% 🔺
Discharges	9	10	-10%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	2,239	2,244	0%

Service Utilization





▲ > 10% Over ▼ < 10% Under	
Actual Goal 🖌 Goal Met 🕘 Below	w Goal

* State Avg based on 36 Active Social Rehabilitation Programs

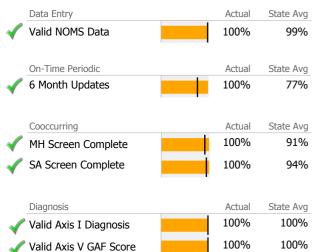
Gilead Community Services Inc.

Mental Health - Residential Services - Residential Support

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	17	12% 🔺	L.
Admits	3	1	200% 🔺	•
Discharges	3	-		
Service Hours	3,312	3,694	-10%	

Data Submission Quality



Discharge Outcomes

		Actual % vs Goal %	Actual 3	Actual %	Goal %	State Avg 82%	Actual vs Goal	
×	Treatment Completed Successfully		5	100%	50%	0270	50%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		18	95%	60%	88%	35%	
\checkmark	Stable Living Situation		19	100%	85%	96%	15%	
	Employed		4	21%	25%	11%	-4%	
	Improved/Maintained Axis V GAF Score		13	81%	95%	81%	-14%	•
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		16	100%	90%	98%	10%	

Data Submitted to DMHAS by Month



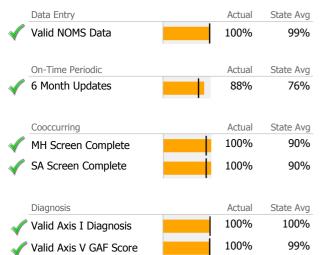
	> 10% 0	ver 🔻 < 109	% Under
Actual	Goal	🞻 Goal Met	Below Goal

* State Avg based on 38 Active Residential Support Programs

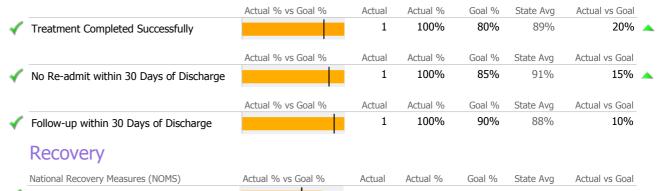
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% 🔺
Admits	1	-	
Discharges	1	-	
Bed Days	1,648	1,656	0%

Data Submission Quality



Discharge Outcomes



ſ	Social Support	8	80%	60%	82%	20%	
ſ	Stable Living Situation	 10	100%	90%	99%	10%	
	Improved/Maintained Axis V GAF Score	7	78%	95%	66%	-17%	-

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
V	Avg Utilization Rate		9	902 days	0.5	100%	90%	96%	10%
	< 90	90-110%		>110%					

Data Submitted to DMHAS by Month



	> 10% 0	ver	▼ < 10	% Under	
Actual	Goal	-	Goal Met	Below G	ioal

* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	8	25% 🔺
Admits	2	-	
Discharges	2	-	
Bed Days	1,445	1,472	-2%

Data Submission Quality

	Data Entry	Actua	I State Avg
	Valid NOMS Data	98%	99%
	On-Time Periodic	Actua	I State Avg
V	6 Month Updates	83%	5 76%
	Cooccurring	Actua	I State Avg
\checkmark	MH Screen Complete	100%	90%
\checkmark	SA Screen Complete	100%	90%
	Diagnosis	Actua	I State Avg
\checkmark	Valid Axis I Diagnosis	100%	b 100%
	Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		2	100%	80%	89%	20%	
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
No Re-admit within 30 Days of Discharge		0	0%	85%	91%	-85%	▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Follow-up within 30 Days of Discharge		0	0%	90%	88%	-90%	-
Recovery							
Notice of December (NOMC)	Astro-104 and Gast 04	A	A sturn L O/	C L O/	Charles Asses	A shurl use Corol	

National Recovery Measures (NOMS) Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal 9 90% 60% 82% 30% 🔺 Social Support 10 100% 90% 99% 10% Stable Living Situation 6 75% 95% 66% -20% 💗 Improved/Maintained Axis V GAF Score

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
V	Avg Utilization Rate		8	912 days	0.4	98%	90%	96%	8%
	< 90	90-110%		>110%					

Data Submitted to DMHAS by Month



	▲ >	10% Ove	r	▼ < 10%	Unde	er
Ad	ctual	Goal	<	Goal Met		Below Goal

* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	6	-17%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Bed Days	920	859	7%	

Data Submission Quality

Data Entry	Actual	State Avg
🗸 Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
🞻 6 Month Updates	100%	75%
v		
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	87%
SA Screen Complete	N/A	85%
	·	
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%	72%	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%	80%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
«	Social Support		5	100%	60%	85%	40%	
«	Improved/Maintained Axis V GAF Score		5	100%	95%	64%	5%	
«	Stable Living Situation		5	100%	95%	96%	5%	
	Employed		0	0%	25%	8%	-25% 🧃	-

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
∢	Avg Utilization Rate		5	904 days	0.5	100%	90%	94%	10%
	< 90%	90-110%		>110%					

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admission	S							0%
Discharges	5							0%
		1 or mo	ore Recor	ds Subn	nitted to	DMHAS		

	 >	10% Ove	r	▼ < 10%	Under	
Act	cual	Goal	«	Goal Met	Belo	w Goal

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,104	1,104	0%

Data Submission Quality

	Data Entry	Actua	al State Ave	g
\checkmark	Valid NOMS Data	100%	6 99%	6
	On-Time Periodic	Actua	al State Ave	g
\checkmark	6 Month Updates	100%	6 75%	6
•				
	Cooccurring	Actua	al State Av	g
	MH Screen Complete	N/	A 87%	6
	SA Screen Complete	N/.	A 85%	6
		•		
	Diagnosis	Actua	al State Ave	g
\checkmark	Valid Axis I Diagnosis	100%	6 99%	6
√	Valid Axis V GAF Score	100%	% 96%	6

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	60%	72%	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%	80%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		6	100%	60%	85%	40%	
«	Improved/Maintained Axis V GAF Score		6	100%	95%	64%	5%	
«	Stable Living Situation		6	100%	95%	96%	5%	
	Employed		0	0%	25%	8%	-25%	V

Bed Utilization

	12	Months Trend Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
V	Avg Utilization Rate	6	1,916 day	/s 0.5	100%	90%	94%	10%
	< 90%	90-110%	>110%					

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admission	s							0%
Discharges	5							0%
		1 or mo	ore Recor	ds Subn	nitted to	DMHAS		

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	1	-	
Discharges	-	-	
Bed Days	536	552	-3%

Data Submission Quality

Data Entry	Actual	State Avg
🗸 Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	75%
Cooccurring	Actual	State Avg
🗸 MH Screen Complete	100%	87%
🖌 SA Screen Complete	100%	85%
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%	72%	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%	80%	N/A
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Social Support		3	100%	60%	85%	40% 🔺
«	Stable Living Situation	· · · ·	3	100%	95%	96%	5%
	Employed		0	0%	25%	8%	-25% 🔻
	Improved/Maintained Axis V GAF Score		1	50%	95%	64%	-45% 🔻

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Avg Utilization Rate		3	702 days	0.5	97%	90%	94%	7%
	< 9	0% 90-110%		>110%					

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admission	S							17%
Discharge	5							0%
		1 or mo	re Recor	ds Subr	nitted to	DMHAS		

	 >	10% Ove	er	▼ < 10%	Unde	er	
Act	ual	Goal	«	Goal Met		Belo	w Goal

Mental Health - Residential Services - Residential Support

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	15	-7%
Admits	-	1	-100% 🔻
Discharges	1	3	-67% 🔻
Service Hours	1,629	1,900	-14% 🔻

Data Submission Quality

Data Entry	Actual	State Avg
√ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
🧹 6 Month Updates	100%	77%
4		
Cooccurring	Actual	State Avg
🞸 MH Screen Complete	100%	91%
🞻 SA Screen Complete	100%	94%
Diagnosis	Actual	State Avg
🞻 Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V	Treatment Completed Successfully		1	100%	50%	82%	50%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		14	100%	60%	88%	40%	
\checkmark	Stable Living Situation		14	100%	85%	96%	15%	
\checkmark	Employed	·	4	29%	25%	11%	4%	
	Improved/Maintained Axis V GAF Score		10	71%	95%	81%	-24%	-
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		13	100%	90%	98%	10%	

Data Submitted to Sep Oct Nov Dec % Months Submitted



	> 10% Ov	ver 🔻 < 10	% Under
Actual	Goal	🞻 Goal Met	Below Goal

* State Avg based on 38 Active Residential Support Programs

Gilead Community Services Inc.

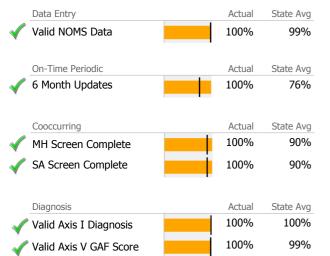
Mental Health - Residential Services - Group Home

Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

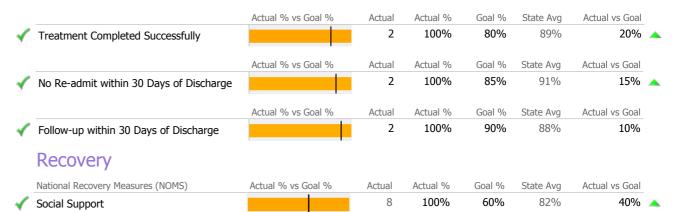
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	3	2	50% 🔺
Discharges	2	2	0%
Bed Days	1,029	1,101	-7%

Data Submission Quality



Discharge Outcomes



8

4

100%

80%

90%

95%

99%

66%

10%

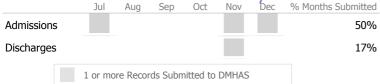
-15% 💗

Stable Living Situation	
Improved/Maintained Axis V GAF Score	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
V	Avg Utilization Rate		6	814 days	0.4	93%	90%	96%	3%
	< 9	0% 90-110%		>110%					

Data Submitted to DMHAS by Month



	^ >	10% Ove	er	▼ < 10%	Unde	er
Act	ual	Goal	«	Goal Met		Below Goal

* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	89	-6%
Admits	-	1	-100% 🔻
Discharges	4	4	0%
Service Hours	-	-	
Social Rehab/PHP/IOP Days	3,138	3,101	1%

Service Utilization





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

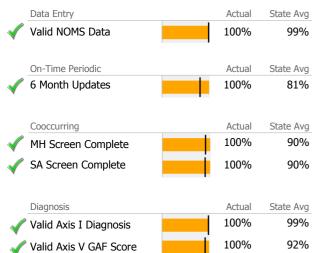
	, > 10% O	ver	▼ < 100	% Under	
Actual	Goal	«	Goal Met	🔵 Belo	w Goal

* State Avg based on 36 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	-	
Discharges	-	-	
Bed Days	910	920	-1%

Data Submission Quality



Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goa
Treatment Completed Successfully		N/A	N/A	75%	59%	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%	63%	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%	75%	N/A
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goa
Improved/Maintained Axis V GAF Score		4	100%	75%	48%	25%

Bed Utilization

		12 Months Tr	rend Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
∢	Avg Utilization Ra	ate	5	1,523 days	0.5	99%	90%	93%	9%
		< 90% 90%	-110%	>110%					

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admission	S							17%
Discharge	5							0%
		1 or mo	re Recor	ds Subn	nitted to	DMHAS		

	> 10% Ov	rer	▼ < 10	% Under	
Actual	Goal	\checkmark	Goal Met	Belo	w Goal

* State Avg based on 20 Active MH Intensive Res. Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Bed Days	920	920	0%

Data Submission Quality

Data Entry	Actual	State Avg
√ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
🞻 6 Month Updates	100%	75%
•		
Cooccurring	Actual	State Avg
√ MH Screen Complete	100%	87%
🞻 SA Screen Complete	100%	85%
•		
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%	72%	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%	80%	N/A
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<	Social Support		4	80%	60%	85%	20% 🔺
«	Stable Living Situation		5	100%	95%	96%	5%
	Employed		0	0%	25%	8%	-25% 🔻
	Improved/Maintained Axis V GAF Score		3	60%	95%	64%	-35% 🔻

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Avg Utilization Rate		5	1,913 days	0.5	100%	90%	94%	10%
	< 90%	90-110%		>110%					

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admission	S							0%
Discharge	S							0%
		1 or mo	re Recor	ds Subn	nitted to	DMHAS		

	▲ > 10% C	Over 🛛 🔻 < 10	% Under	
Actua	Goal	🖌 Goal Met	Belov	w Goal

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
	1 or mo	ore Reco	ds Subn	nitted to	DMHAS		

	>	10% Over	▼ < 10%	Under
Act	ual	Goal	🌈 Goal Met	Below Goal

* State Avg based on 3 Active Fiduciary Programs