# **Gilead Community Services Inc.**

Middletown, CT

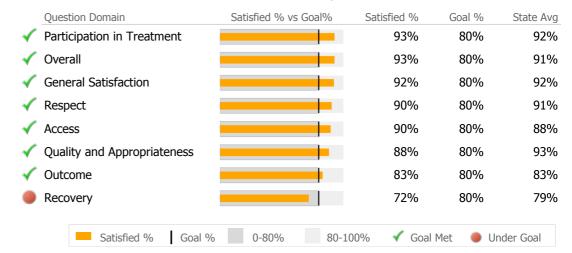
#### Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

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%      | <b>▲</b> 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**

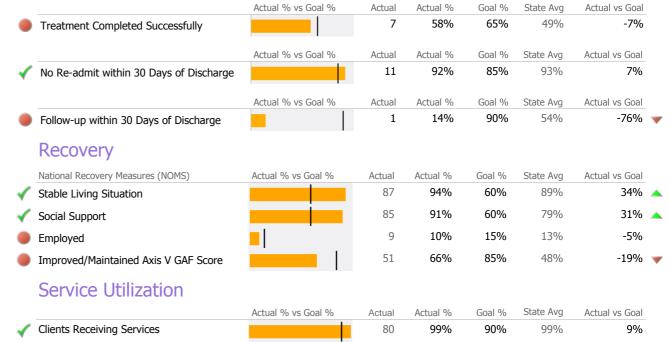
| Measure        | Actual | 1 Yr Ago | Variance % |
|----------------|--------|----------|------------|
| Unique Clients | 93     | 102      | -9%        |
| Admits         | 16     | 12       | 33% 🔺      |
| Discharges     | 12     | 29       | -59% 🔻     |
| Service Hours  | 4,951  | 4,858    | 2%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

# Data Submission Quality

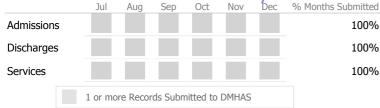
| ntry           |   | Actual   | State Avg  |
|----------------|---|--|--|
| NOMS Data      |   | 100%   | 97%  |
|                |   |  |  |
| ne Periodic    |   | Actual   | State Avg  |
| th Updates     |   | 69%  | 87%  |
| ırring         |   | Actual   | State Avg  |
| creen Complete |   | 92%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



# Discharge Outcomes



#### Data Submitted to DMHAS by Month



|     | <b>&gt;</b> | 10% Ove | er 🔪 | <b>/</b> < 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<br>3 | Actual % | Goal % | State Avg<br>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

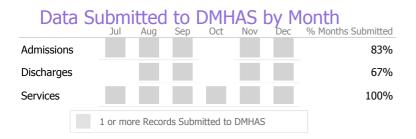
Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

### **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<br>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

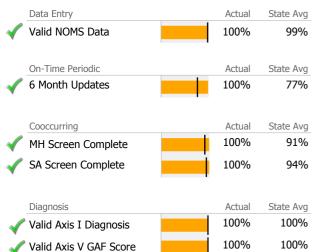
Gilead Community Services Inc.

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<br>3 | Actual % | Goal % | State Avg<br>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



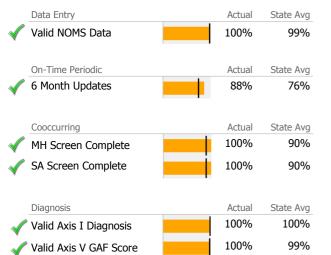
|        | > 10% 0 | ver 🔻 < 109 | % Under    |
|--------|---------|-------------|------------|
| Actual | Goal    | 🞻 Goal Met  | Below Goal |

\* State Avg based on 38 Active Residential Support Programs

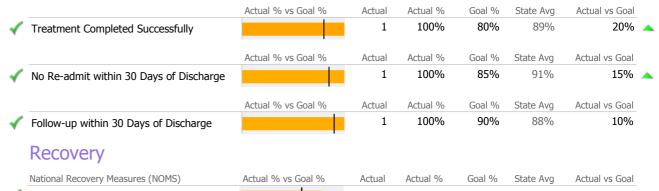
# **Program Activity**

| 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**



|   |                                      | <br>   |      |     |     |      |   |
|---|--------------------------------------|--------|------|-----|-----|------|---|
| ſ | Social Support                       | 8      | 80%  | 60% | 82% | 20%  |   |
| ſ | Stable Living Situation              | <br>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%  | <b>90%</b>  |
| $\checkmark$ | SA Screen Complete     | 100%  | <b>90%</b>  |
|              | Diagnosis              | Actua | I State Avg |
| $\checkmark$ | Valid Axis I Diagnosis | 100%  | b 100%      |
| <b></b>      | 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



|    | <b>▲</b> > | 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 |   |
| <b>«</b> | Social Support                        |                    | 5      | 100%     | 60%    | 85%       | 40%            |   |
| <b>«</b> | Improved/Maintained Axis V GAF Score  |                    | 5      | 100%     | 95%    | 64%       | 5%             |   |
| <b>«</b> | 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 |     |                    |

|     | <b></b> > | 10% Ove | r        | ▼ < 10%  | Under |        |
|-----|-----------|---------|----------|----------|-------|--------|
| Act | cual      | Goal    | <b>«</b> | 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%            | <b></b>  |
| <b>«</b>     | Improved/Maintained Axis V GAF Score  |                    | 6      | 100%     | 95%    | 64%       | 5%             |          |
| <b>«</b>     | Stable Living Situation               |                    | 6      | 100%     | 95%    | 96%       | 5%             |          |
|              | Employed                              |                    | 0      | 0%       | 25%    | 8%        | -25%           | <b>V</b> |

#### **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% 🔺          |
| <b>«</b>     | 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 |     |                    |

|     | <b></b> > | 10% Ove | er       | ▼ < 10%  | Unde | er   |        |
|-----|-----------|---------|----------|----------|------|------|--------|
| Act | ual       | Goal    | <b>«</b> | 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.

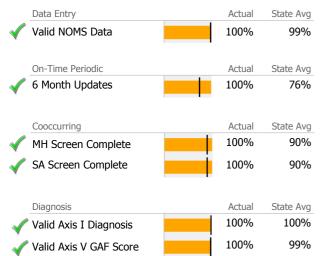
Mental Health - Residential Services - Group Home

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%

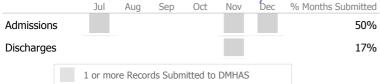
-15% 💗

| 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



|     | <b>^</b> > | 10% Ove | er       | ▼ < 10%  | Unde | er         |
|-----|------------|---------|----------|----------|------|------------|
| Act | ual        | Goal    | <b>«</b> | 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<br>Days | 3,138  | 3,101    | 1%         |

#### Service Utilization





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

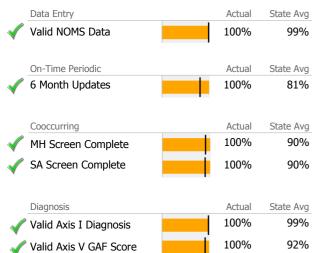
|        | , > 10% O | ver      | ▼ < 100  | % Under |        |
|--------|-----------|----------|----------|---------|--------|
| Actual | Goal      | <b>«</b> | Goal Met | 🔵 Belo  | w Goal |

\* 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% 🔺          |
| <b>«</b> | 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 |     |                    |

|     | <b>&gt;</b> | 10% Over | ▼ < 10%    | Under      |
|-----|-------------|----------|------------|------------|
| Act | ual         | Goal     | 🌈 Goal Met | Below Goal |

\* State Avg based on 3 Active Fiduciary Programs