Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Provider Activity

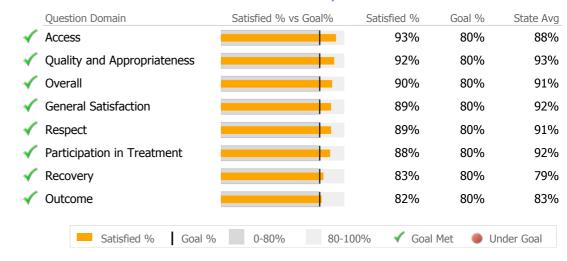




Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Healt	h		
	Social Rehabilitation	129	35.5%
	ACT	97	26.7%
	Residential Services	80	22.0%
	Community Support	57	15.7%

Consumer Satisfaction Survey (Based on 151 FY18 Surveys)



Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	6	2%	10%	Male	178	64%	58%
26-34	44	16%	22%	Female 📙	100	36%	41%
35-44	56	20%	20%	Transgender			0%
45-54	63	23%	21%				
55-64	77	28%	19%				
65+	33	12%	7%	Race	#	%	State Avg
				White/Caucasian	210	75%	▲ 63%
Ethnicity	#	%	State Avg	Black/African American	38	14%	16%
Non-Hispanic	253	91%	▲ 71%	Other	10	4%	13%
Unknown	11	4%	8%	Unknown	10	4%	5%
Hisp-Puerto Rican	9	3%	13%	Multiple Races	9	3%	1%
Hispanic-Other	6	2%	7%	Am. Indian/Native Alaskan	1	0%	1%
	0	2.70		Asian	1	0%	1%
Hispanic-Cuban			0%	Hawaiian/Other Pacific Islander			0%
Hispanic-Mexican			1%	·			
	Unique (Clients	State Avg	▲ > 10% Over State Avg	* > 10% L	Jnder St	tate 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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	97	86	13%	•
Admits	7	9	-22%	•
Discharges	5	8	-38%	•
Service Hours	2,845	2,569	11%	•

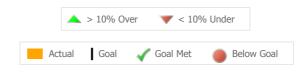
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	91%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	93%
SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
√ Valid Axis I Diagnosis	100%	98%
√ Valid Axis V GAF Score	100%	89%

Data Submitted to DMHAS by Month

Data	Jul	Aug	Sep	% Months Submitted			
Admissions				100%			
Discharges				100%			
Services				100%			
1 or more Records Submitted to DMHAS							

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
√	Treatment Completed Successfully		4	80%	65%	57%	15%	4
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
1	No Re-admit within 30 Days of Discharge		4	100%	85%	91%	15%	4
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Follow-up within 30 Days of Discharge		0	0%	90%	45%	-90%	1
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		87	90%	60%	81%	30%	4
1	Stable Living Situation		87	90%	60%	91%	30%	4
\checkmark	Employed		17	18%	15%	15%	3%	
\checkmark	Improved/Maintained Axis V GAF Score		71	85%	85%	53%	0%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		92	100%	90%	99%	10%	



^{*} State Avg based on 15 Active Assertive Community Treatment Programs

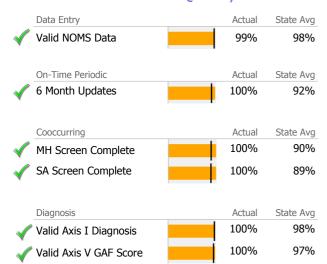
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Mental Health - Community Support - CSP

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	52	10%	
Admits	5	2	150%	•
Discharges	7	3	133%	•
Service Hours	831	606	37%	•

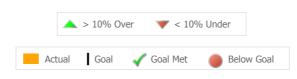
Data Submission Quality



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted		
Admissions				67%		
Discharges				100%		
Services				100%		
1 or more Records Submitted to DMHAS						

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		4	57%	65%	69%	-8%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		54	95%	60%	82%	35%	•
√	Stable Living Situation		57	100%	80%	93%	20%	•
1	Improved/Maintained Axis V GAF Score		44	92%	65%	61%	27%	^
√	Employed		13	23%	20%	12%	3%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		50	100%	90%	99%	10%	



^{*} State Avg based on 48 Active CSP Programs

Gateway - Social Rehab 306285

Gilead Community Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

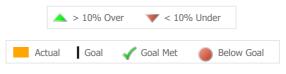
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	59	-3%	
Admits	5	6	-17% ▼	
Discharges	9	2	350% 🔺	
Service Hours	-	-		
Social Rehab/PHP/IOP Days	1,026	1,186	-13% 🔻	

Service Utilization



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted			
Admissions				67%			
Discharges				100%			
Services				100%			
	1 or mo	1 or more Records Submitted to DMHAS					



^{*} State Avg based on 36 Active Social Rehabilitation Programs

Gilead Apartment Program306251

Gilead Community Services Inc.

Mental Health - Residential Services - Residential Support

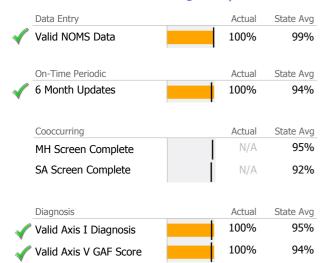
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

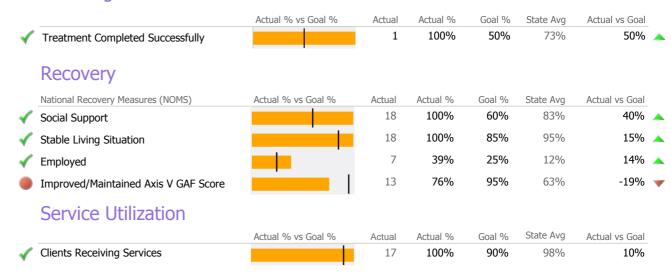
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	16	13%	•
Admits	-	-		
Discharges	1	1	0%	
Service Hours	1,438	1,656	-13%	•

Data Submission Quality



Data Submitted to DMHAS by Month







^{*} State Avg based on 39 Active Residential Support Programs

Gilead One Group Home 306240

Gilead Community Services Inc.

Mental Health - Residential Services - Group Home

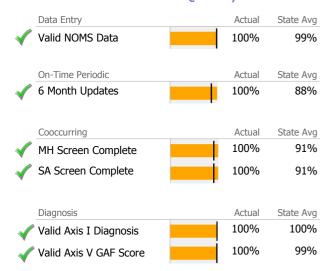
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% 🔺
Admits	1	-	
Discharges	2	-	
Bed Days	810	828	-2%

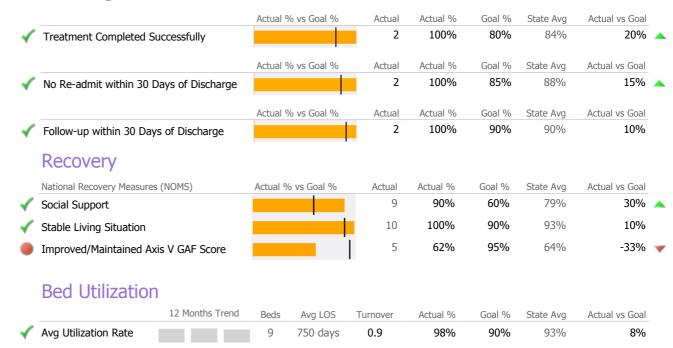
Data Submission Quality

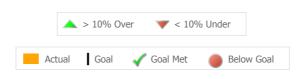


Data Submitted to DMHAS by Month



Discharge Outcomes





90-110%

< 90%

>110%

^{*} State Avg based on 24 Active Group Home Programs

Gilead Two Group Home 306241

Gilead Community Services Inc.

Mental Health - Residential Services - Group Home

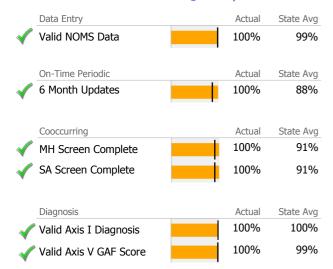
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

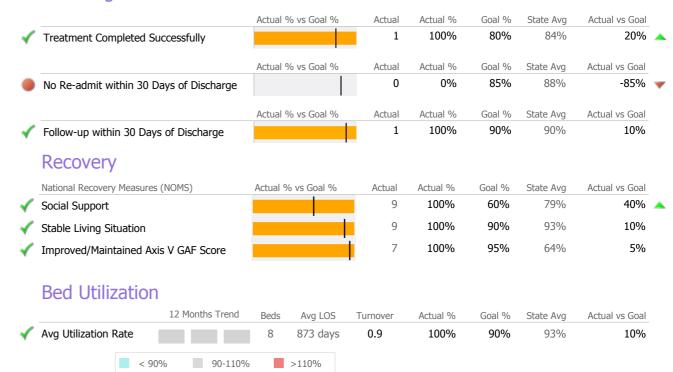
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	•
Admits	1	-		
Discharges	1	-		
Bed Days	734	736	0%	

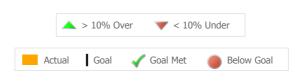
Data Submission Quality



Data Submitted to DMHAS by Month

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





^{*} State Avg based on 24 Active Group Home Programs

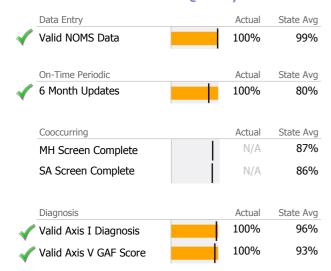
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Gilead Community Services Inc.

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

Data Submission Quality



Data Submitted to DMHAS by Month

		Jul	Aug	Sep	% Months Subm	nitted
Admissions						0%
Discharges						0%
	1 0	or more	e Record	s Subm	itted to DMHAS	

		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%	80%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
√	Stable Living Situation		5	100%	95%	92%	5%	
√	Social Support		3	60%	60%	80%	0%	
	Improved/Maintained Axis V GAF Score		4	80%	95%	59%	-15%	_
	Employed		0	0%	25%	11%	-25%	V
	Bed Utilization							
	12 Months Trend	Beds Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
√	Avg Utilization Rate	5 1,177 days	1.0	100%	90%	95%	10%	
	< 90% 90-110%	>110%						



^{*} State Avg based on 62 Active Supervised Apartments Programs

Liberty Home 306230

Gilead Community Services Inc.

Mental Health - Residential Services - Supervised Apartments

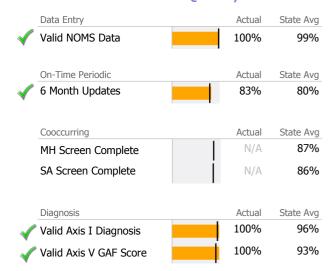
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	552	552	0%

Data Submission Quality



Data Submitted to DMHAS by Month



		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%	80%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\	Social Support		6	100%	60%	80%	40%	_
\	Improved/Maintained Axis V GAF Score		6	100%	95%	59%	5%	
1	Stable Living Situation		6	100%	95%	92%	5%	
	Employed		0	0%	25%	11%	-25%	V
	Bed Utilization 12 Months Trend	Beds Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
\	Avg Utilization Rate	6 2,188 days	1.0	100%	90%	95%	10%	
	< 90% 90-110%	>110%						



^{*} State Avg based on 62 Active Supervised Apartments Programs

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

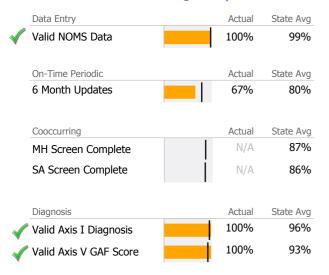
Gilead Community Services Inc.

Mental Health - Residential Services - Supervised Apartments

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	3	0%	
Admits	-	1	-100%	•
Discharges	-	-		
Bed Days	276	260	6%	

Data Submission Quality



Data Submitted to DMHAS by Month

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

		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%	80%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
√	Social Support		3	100%	60%	80%	40%	_
√	Stable Living Situation		3	100%	95%	92%	5%	
	Employed		0	0%	25%	11%	-25%	_
	Improved/Maintained Axis V GAF Score		2	67%	95%	59%	-28%	-
	Bed Utilization							
	12 Months Trend	Beds Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
√	Avg Utilization Rate	3 882 days	1.0	100%	90%	95%	10%	
	< 90% 90-110%	>110%						



^{*} State Avg based on 62 Active Supervised Apartments Programs

SCAP - Apartment Program306260

Gilead Community Services Inc.

Mental Health - Residential Services - Residential Support

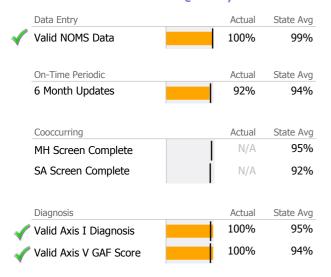
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	14	0%	
Admits	-	-		
Discharges	-	-		
Service Hours	635	883	-28%	•

Data Submission Quality



Data Submitted to DMHAS by Month

	Jul Aug	Sep % Months Submitted	
Admissions		0%	
Discharges		0%	
Services		100%	
	1 or more Record	ds Submitted to DMHAS	

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	50%	73%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
1	Social Support		14	100%	60%	83%	40%	_
1	Stable Living Situation		14	100%	85%	95%	15%	_
1	Employed		4	29%	25%	12%	4%	
	Improved/Maintained Axis V GAF Score		10	77%	95%	63%	-18%	_
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		14	100%	90%	98%	10%	



^{*} State Avg based on 39 Active Residential Support Programs

SCAP - Group Home 306265

Gilead Community Services Inc.

Mental Health - Residential Services - Group Home

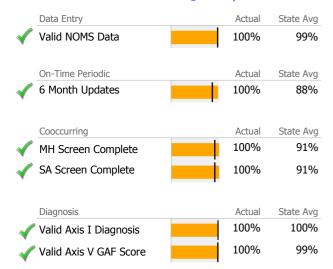
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

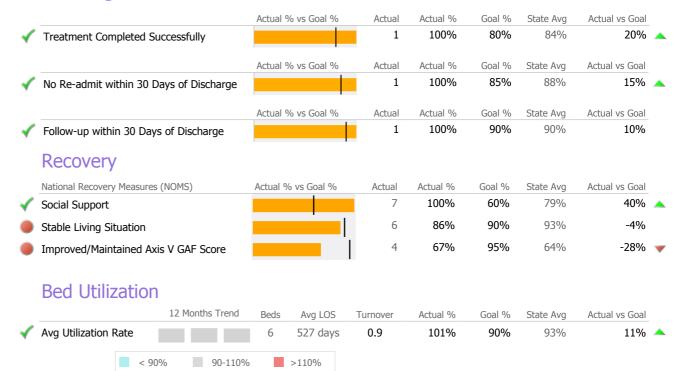
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	•
Admits	-	1	-100%	•
Discharges	1	-		
Bed Days	557	526	6%	

Data Submission Quality



Data Submitted to DMHAS by Month







^{*} State Avg based on 24 Active Group Home Programs

Social Rehab 306280

Gilead Community Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

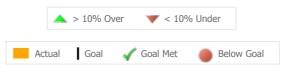
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	84	-14%	\blacksquare
Admits	-	-		
Discharges	2	2	0%	
Service Hours	-	-		
Social Rehab/PHP/IOP Days	1,441	1,604	-10%	

Service Utilization



Data Submitted to DMHAS by Month

0%
33%
100%
or more Rec



^{*} State Avg based on 36 Active Social Rehabilitation Programs

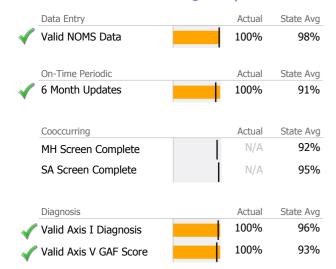
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	5	0%	
Admits	-	1	-100%	•
Discharges	-	-		
Bed Days	460	450	2%	

Data Submission Quality



Data Submitted to DMHAS by Month



		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Treatment Completed Successfully		N/A	N/A	75%	43%	N/A
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	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%	70%	N/A
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\	Improved/Maintained Axis V GAF Score		5	100%	75%	47%	25%
	Bed Utilization						
	12 Months Trend	Beds Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
\	Avg Utilization Rate	5 1,796 days	1.0	100%	90%	93%	10%
	< 90% 90-110%	>110%					



^{*} State Avg based on 21 Active MH Intensive Res. Rehabilitation Programs

Women's Program 306235

Gilead Community Services Inc.

Mental Health - Residential Services - Supervised Apartments

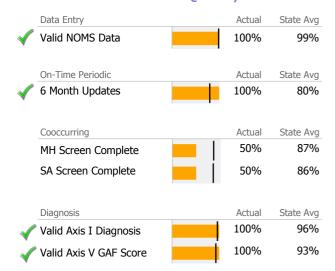
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	-	
Discharges	-	-	
Bed Days	431	460	-6%

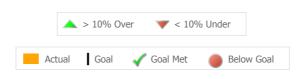
Data Submission Quality



Data Submitted to DMHAS by Month



		Actual	% vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Su	ıccessfully			N/A	N/A	60%	63%	N/A	
		Actual	% vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Follow-up within 30 Days	s of Discharge			N/A	N/A	90%	80%	N/A	
Recovery									
National Recovery Measures	(NOMS)	Actual ^o	% vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Social Support				5	100%	60%	80%	40%	_
Stable Living Situation			·	5	100%	95%	92%	5%	
Improved/Maintained Axi	is V GAF Score			4	100%	95%	59%	5%	
Employed				0	0%	25%	11%	-25%	_
Bed Utilization									
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization Rate		5	2,010 days	1.0	94%	90%	95%	4%	
< 90	% 90-110%	b	>110%						



^{*} State Avg based on 62 Active Supervised Apartments Programs

YAS Fiduiary

Gilead Community Services Inc.

Mental Health - Other - Fiduciary

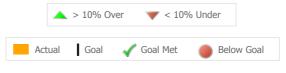
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

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

Data Submitted to DMHAS by Month

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



^{*} State Avg based on 3 Active Fiduciary Programs