United Services Inc.
Dayville, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - September 2016   (Data as of Jan 06, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,259	2,236	1%
	Admits	510	475	7%
	Discharges	507	512	-1%
	Service Hours	14,882	14,324	4%
	Bed Days	1,061	1,192	-11% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,938	64.7%
	Community Support	336	11.2%
	Social Rehabilitation	194	6.5%
	Employment Services	105	3.5%
	Residential Services	79	2.6%
	Crisis Services	67	2.2%
	Case Management	64	2.1%
	ACT	35	1.2%
Addiction			
	Outpatient	100	3.3%
Forensic MH			
	Forensics Community-based	79	2.6%

Consumer Satisfaction Survey   (Based on 513 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Quality and Appropriateness		95%	80%	93%
✔ General Satisfaction		93%	80%	92%
✔ Participation in Treatment		92%	80%	92%
✔ Overall		92%	80%	91%
✔ Respect		92%	80%	91%
✔ Access		92%	80%	88%
● Outcome		73%	80%	83%
● Recovery		67%	80%	79%

Legend: ▮ Satisfied % | Goal % ▮ 0-80% ▮ 80-100% ✔ Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	270	12%	12%
26-34	380	17%	22%
35-44	404	18%	19%
45-54	544	24%	23%
55-64	472	21%	18%
65+	189	8%	6%

Gender	#	%		State Avg
Female	1,374	61%	▲	42%
Male	885	39%	▼	58%
Transgender				0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,897	84%	75%
Hisp-Puerto Rican	245	11%	12%
Hispanic-Other	106	5%	7%
Hispanic-Mexican	9	0%	1%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	6%

Race	#	%		State Avg
White/Caucasian	1,773	78%	▲	65%
Other	376	17%		13%
Black/African American	63	3%	▼	16%
Asian	28	1%		1%
Am. Indian/Native Alaskan	11	0%		1%
Unknown	7	0%		3%
Multiple Races	1	0%		1%
Hawaiian/Other Pacific Islander				0%

Legend: ▮ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Addiction Recovery-Dac 545201
United Services Inc.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	40	-3%	
Admits	13	11	18%	▲
Discharges	12	9	33%	▲
Service Hours	117	155	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	96%
✔ Valid TEDS Data		99%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	45%

Cooccurring		Actual	State Avg
MH Screen Complete		95%	96%
SA Screen Complete		95%	96%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		7	58%	50%	51%	8%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		38	97%	75%	83%	22%	▲
✔	Abstinence/Reduced Drug Use		22	56%	55%	51%	1%	
✔	Stable Living Situation		37	95%	95%	83%	0%	
🔴	Employed		18	46%	50%	40%	-4%	
🔴	Self Help		10	26%	60%	23%	-34%	▼
🔴	Improved/Maintained Axis V GAF Score		11	42%	75%	52%	-33%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		29	97%	90%	68%	7%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		7	54%	75%	77%	-21%	▼

▲ > 10% Over	▼ < 10% Under

▭ Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 115 Active Standard Outpatient Programs

Addiction Recovery-Wac 545200
United Services Inc.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	65	-6%	
Admits	12	18	-33%	▼
Discharges	7	10	-30%	▼
Service Hours	360	301	20%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	96%
✔ Valid TEDS Data		100%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	45%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	96%
✔ SA Screen Complete		100%	96%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		4	57%	50%	51%	7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		60	98%	75%	83%	23%	▲
✔ Abstinence/Reduced Drug Use		35	57%	55%	51%	2%	
✔ Stable Living Situation		59	97%	95%	83%	2%	
● Self Help		28	46%	60%	23%	-14%	▼
● Employed		13	21%	50%	40%	-29%	▼
● Improved/Maintained Axis V GAF Score		6	15%	75%	52%	-60%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		50	93%	90%	68%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		10	83%	75%	77%	8%

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 115 Active Standard Outpatient Programs

Adult Mobile Crisis 412-200
United Services Inc.
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	40	-38%	▼
Admits	22	37	-41%	▼
Discharges	20	35	-43%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		19	95%	75%	67%	20%	▲
🔴	Community Location Evaluation		0	0%	80%	81%	-80%	▼
✔	Follow-up Service within 48 hours		9	90%	90%	54%	0%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

[ ] 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Adult Outpatient 412-212
United Services Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,919	1,901	1%	
Admits	263	229	15%	▲
Discharges	242	284	-15%	▼
Service Hours	6,650	5,831	14%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		97%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	58%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		97%	83%
✓ SA Screen Complete		97%	81%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		99%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		102	42%	50%	42%	-8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		1,686	88%	60%	64%	28%	▲
✓ Stable Living Situation		1,832	95%	95%	80%	0%	
🔴 Employed		565	29%	30%	19%	-1%	
🔴 Improved/Maintained Axis V GAF Score		257	17%	75%	45%	-58%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1,598	95%	90%	69%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		209	79%	75%	64%	4%

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

BHH ADULT NAE
United Services Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28		
Admits	7	-	
Discharges	1	-	
Service Hours	87	-	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		92%	93%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		100%	58%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		89%	83%
SA Screen Complete		78%	81%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		89%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges	▢			33%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		1	100%	50%	42%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		23	82%	60%	64%	22% ▲
⬤ Stable Living Situation		26	93%	95%	80%	-2%
⬤ Employed		2	7%	30%	19%	-23% ▼
⬤ Improved/Maintained Axis V GAF Score		1	12%	75%	45%	-63% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		27	100%	90%	69%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		6	86%	75%	64%	11% ▲

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

BHH CHILDREN Program
United Services Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

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 more Records Submitted to DMHAS

	> 10% Over		< 10% Under

Actual		Goal		Goal Met		Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

Brick Row 412-253
United Services Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	24	-4%
Admits	1	1	0%
Discharges	-	2	-100% ▼
Service Hours	246	265	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	96%	85%	83%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	91%	90%	87%	1%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▓		33%
Discharges				0%
Services	▓	▓	▓	100%

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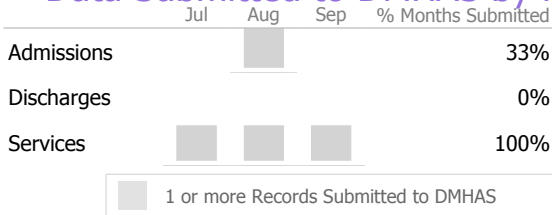
▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Community Support/RP Program
United Services Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	336	348	-3%	▼
Admits	44	38	16%	▲
Discharges	37	53	-30%	▼
Service Hours	2,378	2,050	16%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		92%	87%
✔ SA Screen Complete		86%	86%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	98%
✔ Valid Axis V GAF Score		95%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		19	51%	65%	74%	-14%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		279	83%	60%	79%	23%	▲
✔ Stable Living Situation		315	93%	80%	92%	13%	▲
🔴 Employed		39	12%	20%	12%	-8%	
🔴 Improved/Maintained Axis V GAF Score		46	17%	95%	58%	-78%	▼

Service Utilization

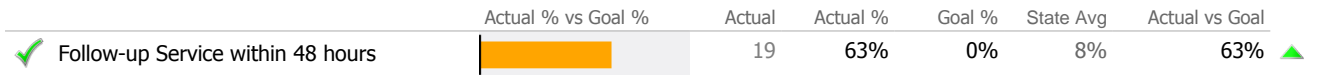|	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		284	93%	90%	94%	3%

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 47 Active CSP Programs

Jail Diversion
United Services Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	79	54	46%	▲
Admits	36	34	6%	
Discharges	27	26	4%	
Service Hours	95	31		

Service Utilization
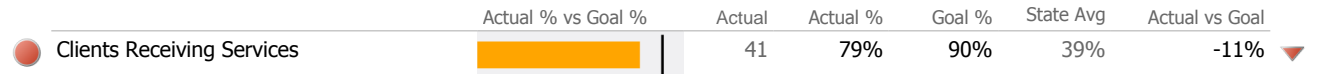
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services	▬▬▬	41	79%	90%	39%	-11%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Follow-up Service within 48 hours	▬▬▬	19	63%	0%	8%	63%	▲

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▨	▨	▨	100%
Discharges	▨	▨	▨	100%
Services	▨	▨	▨	100%

▨ 1 or more Records Submitted to DMHAS

Milner House 412-240
United Services Inc.
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016   (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	19	26%	▲
Admits	10	6	67%	▲
Discharges	11	5	120%	▲
Bed Days	1,061	1,192	-11%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	95%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	88%
✔ SA Screen Complete		100%	90%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		88%	98%
Valid Axis V GAF Score		79%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		9	82%	80%	92%	2%	
✔ No Re-admit within 30 Days of Discharge		8	89%	85%	91%	4%	
🔴 Follow-up within 30 Days of Discharge		6	67%	90%	78%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		24	100%	90%	98%	10%	
✔ Social Support		16	67%	60%	80%	7%	
🔴 Improved/Maintained Axis V GAF Score		8	62%	95%	62%	-33%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		14	256 days	0.6	82%	90%	95%	-8%	

▢ < 90%   ▢ 90-110%   ▢ >110%

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 24 Active Group Home Programs

Mobile Crisis After Hours-201Y
United Services Inc.
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	33	30%	▲
Admits	53	36	47%	▲
Discharges	52	36	44%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		46	98%	75%	67%	23%	▲
✔	Community Location Evaluation		47	100%	80%	81%	20%	▲
✔	Follow-up Service within 48 hours		17	94%	90%	54%	4%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Next Step Supportive Hsg412551
United Services Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	8	25%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	59	49	19%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		9	90%	85%	79%	5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		9	90%	90%	92%	0%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▓		33%
Discharges				0%
Services	▓	▓	▓	100%

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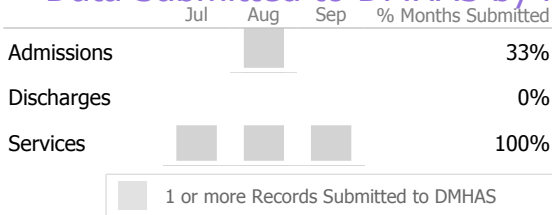
▲ > 10% Over   ▼ < 10% Under

▯ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Northeast Apts/Passages412-252
United Services Inc.
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	41	2%	
Admits	1	4	-75%	▼
Discharges	3	9	-67%	▼
Service Hours	530	496	7%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		96%	89%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	82%
✔ SA Screen Complete		100%	81%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		98%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▧	33%
Discharges		▧	▧	67%
Services	▧	▧	▧	100%

▧ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	33%	50%	92%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		34	81%	60%	87%	21%	▲
✔ Stable Living Situation		38	90%	85%	93%	5%	
🔴 Employed		1	2%	25%	14%	-23%	▼
🔴 Improved/Maintained Axis V GAF Score		8	27%	95%	75%	-68%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		39	100%	90%	95%	10%	

▲ > 10% Over   ▼ < 10% Under

▧ Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 39 Active Residential Support Programs

Shelter Outreach CM 412-220
United Services Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	22	14%	▲
Admits	3	5	-40%	▼
Discharges	6	2	200%	▲
Service Hours	126	108	17%	▲

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	at least 1 Service within 180 days		3	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▪	33%
Discharges	▪		▪	67%
Services	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	│ Goal	✔ Goal Met	● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

Social Rehab 412-280
United Services Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	194	181	7%	
Admits	11	14	-21%	▼
Discharges	57	14	307%	▲
Service Hours	556	852	-35%	▼
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		78	57%	90%	58%	-33%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 38 Active Social Rehabilitation Programs

Stepping Stone SupApts 412-251
United Services Inc.
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	7	86%	▲
Admits	1	-		
Discharges	2	1	100%	▲
Service Hours	160	90	78%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		98%	98%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		100%	89%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	82%
✔ SA Screen Complete		100%	81%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		92%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▢	33%
Discharges		▢		33%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	50%	92%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		13	100%	60%	87%	40%	▲
✔ Stable Living Situation		12	92%	85%	93%	7%	
🔴 Employed		0	0%	25%	14%	-25%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	95%	75%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		11	100%	90%	95%	10%
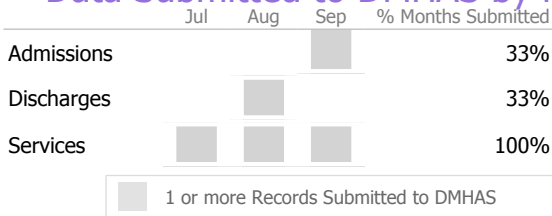
▲ > 10% Over	▼ < 10% Under

▬ Actual	▎ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 39 Active Residential Support Programs

Work Services 412-270
United Services Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	105	107	-2%	
Admits	28	29	-3%	
Discharges	25	21	19%	▲
Service Hours	751	816	-8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		53	50%	35%	43%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		78	98%	90%	92%	8%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

	1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 40 Active Employment Services Programs

YAS Storrs
United Services Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	73%	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

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	91%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	90%
SA Screen Complete		N/A	89%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	25%	7%	-25% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	95%	66%	-95% ▼
● Social Support		N/A	N/A	60%	85%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	97%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	N/A	N/A	0%	90%	91%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Supervised Apartments Programs

YAS TLH
United Services Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	73%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	91%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	90%
SA Screen Complete		N/A	89%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	25%	7%	-25% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	95%	66%	-95% ▼
● Social Support		N/A	N/A	60%	85%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	97%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	N/A	N/A	0%	90%	91%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| ■ Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 74 Active Supervised Apartments Programs

Young Adult Services 412382
United Services Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	32	9%	
Admits	4	4	0%	
Discharges	5	4	25%	▲
Service Hours	2,767	3,226	-14%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	78%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	95%
✔ SA Screen Complete		100%	95%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		97%	78%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		3	60%	65%	56%	-5%	
✔ No Re-admit within 30 Days of Discharge		5	100%	85%	92%	15%	▲
🔴 Follow-up within 30 Days of Discharge		2	67%	90%	44%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		30	86%	60%	75%	26%	▲
✔ Stable Living Situation		28	80%	60%	86%	20%	▲
✔ Employed		6	17%	15%	11%	2%	
🔴 Improved/Maintained Axis V GAF Score		7	25%	85%	46%	-60%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		30	100%	90%	99%	10%

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 14 Active Assertive Community Treatment Programs