United Services Inc.
Dayville, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 26, 2019)
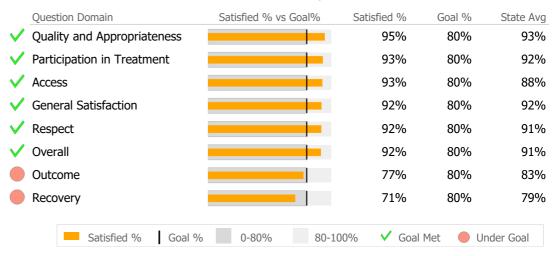
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,427	2,591	-6%
	Admits	1,058	1,121	-6%
	Discharges	1,190	1,425	-16% ▼
	Service Hours	36,928	41,921	-12% ▼
	Bed Days	12,388	7,027	76% ▲

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

Consumer Satisfaction Survey   (Based on 638 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		95%	80%	93%
✓	Participation in Treatment		93%	80%	92%
✓	Access		93%	80%	88%
✓	General Satisfaction		92%	80%	92%
✓	Respect		92%	80%	91%
✓	Overall		92%	80%	91%
●	Outcome		77%	80%	83%
●	Recovery		71%	80%	79%

Satisfied % | Goal %   0-80%   80-100%   ✓ Goal Met   ● Under Goal

Clients by Level of Care

Program Type / Level of Care Type	#	%
Mental Health		
Outpatient	2,005	61.6%
Community Support	381	11.7%
Social Rehabilitation	195	6.0%
Case Management	114	3.5%
Crisis Services	113	3.5%
Employment Services	101	3.1%
Consultation	87	2.7%
Residential Services	41	1.3%
ACT	30	0.9%
Addiction		
Outpatient	114	3.5%
Medication Assisted Treatment	8	0.2%
Forensic MH		
Forensics Community-based	64	2.0%

Client Demographics

Age

Age	#	%	State Avg
18-25	331	14%	12%
26-34	408	17%	24%
35-44	387	16%	21%
45-54	515	21%	20%
55-64	536	22%	17%
65+	240	10%	6%

Gender

Gender	#	%		State Avg
Female	1,436	59%	▲	40%
Male	991	41%	▼	60%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	2,011	83%	▲	71%
Hisp-Puerto Rican	296	12%		13%
Hispanic-Other	85	4%		7%
Unknown	18	1%		9%
Hispanic-Mexican	16	1%		1%
Hispanic-Cuban	1	0%		0%

Race

Race	#	%		State Avg
White/Caucasian	1,888	78%	▲	63%
Other	412	17%		14%
Black/African American	73	3%	▼	16%
Am. Indian/Native Alaskan	19	1%		1%
Asian	19	1%		1%
Unknown	13	1%		5%
Hawaiian/Other Pacific Islander	2	0%		0%
Multiple Races	1	0%		1%

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

ABI Consultation Services
United Services Inc.
Mental Health - Consultation - Consultation
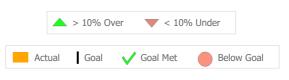
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	87	65	34%	▲
Admits	37	15	147%	▲
Discharges	34	8	325%	▲
Service Hours	175	90	95%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▦	▦	▦	▦	▦	▦	▦	▦	▦	100%
Discharges	▦	▦	▦	▦	▦	▦	▦	▦	▦	100%
Services	▦	▦	▦	▦		▦	▦	▦	▦	89%

▦ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 10 Active Consultation Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
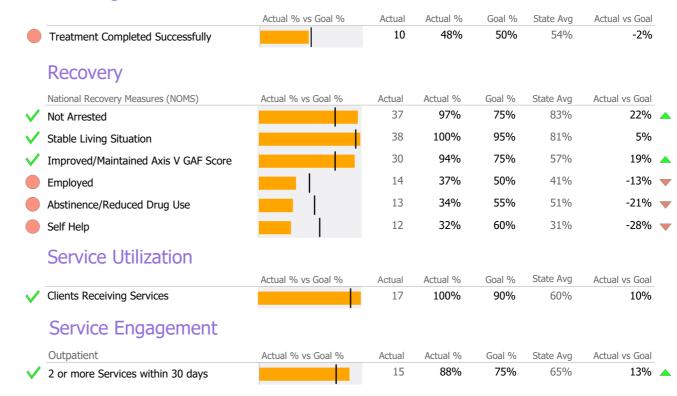Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	50	-26%	▼
Admits	17	28	-39%	▼
Discharges	21	29	-28%	▼
Service Hours	238	244	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	92%
✓	Valid TEDS Data	100%	88%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	25%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	95%
✓	SA Screen Complete	100%	99%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Treatment Completed Successfully		10	48%	50%	54%	-2%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		37	97%	75%	83%	22%	▲
✓	Stable Living Situation		38	100%	95%	81%	5%	
✓	Improved/Maintained Axis V GAF Score		30	94%	75%	57%	19%	▲
●	Employed		14	37%	50%	41%	-13%	▼
●	Abstinence/Reduced Drug Use		13	34%	55%	51%	-21%	▼
●	Self Help		12	32%	60%	31%	-28%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		17	100%	90%	60%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		15	88%	75%	65%	13%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢		▢		▢			78%
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 113 Active Standard Outpatient Programs

Addiction Recovery-Windham Area 545200
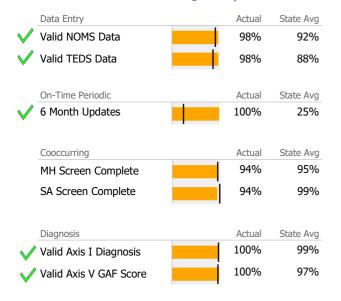United Services Inc.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	92	-15%	▼
Admits	49	37	32%	▲
Discharges	27	56	-52%	▼
Service Hours	598	802	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	92%
✓	Valid TEDS Data	98%	88%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	25%

Cooccurring		Actual	State Avg
	MH Screen Complete	94%	95%
	SA Screen Complete	94%	99%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		6	22%	50%	54%	-28%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		78	98%	75%	83%	23%	▲
✓	Stable Living Situation		79	99%	95%	81%	4%	
●	Abstinence/Reduced Drug Use		33	41%	55%	51%	-14%	▼
●	Employed		22	28%	50%	41%	-22%	▼
✓	Improved/Maintained Axis V GAF Score		36	80%	75%	57%	5%	
●	Self Help		18	22%	60%	31%	-38%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		53	100%	90%	60%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	2 or more Services within 30 days		36	73%	75%	65%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪	▪	▪	▪	▪	▪	▪	89%
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 113 Active Standard Outpatient Programs

Adult OP Svs -Dayville MH
United Services Inc.
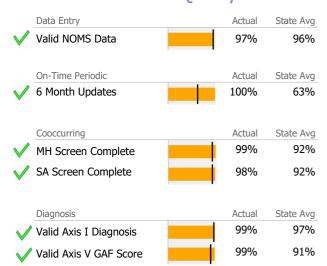Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,001	1,132	-12%	▼
Admits	276	263	5%	
Discharges	337	403	-16%	▼
Service Hours	6,507	7,750	-16%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		97%	96%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	63%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		99%	92%
✓ SA Screen Complete		98%	92%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		99%	97%
✓ Valid Axis V GAF Score		99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		77	23%	50%	52%	-27%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		930	91%	60%	67%	31%	▲
✓ Employed		331	32%	30%	25%	2%	
🔴 Stable Living Situation		944	93%	95%	85%	-2%	
🔴 Improved/Maintained Axis V GAF Score		583	66%	75%	51%	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		682	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		210	77%	75%	69%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 94 Active Standard Outpatient Programs

Adult Outpatient Svs - Windham Area
United Services Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
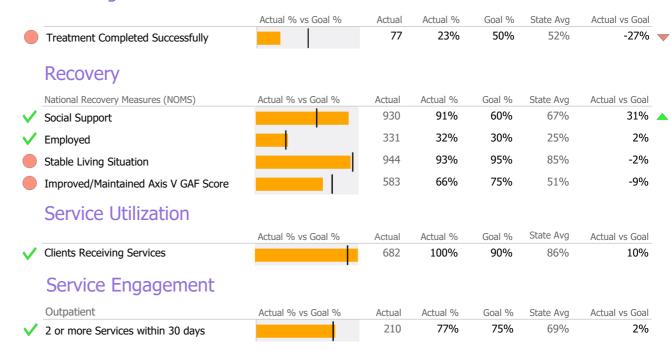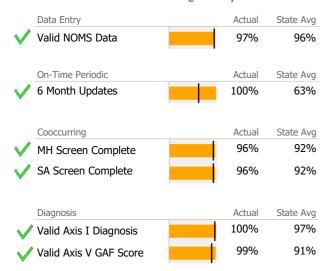Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)
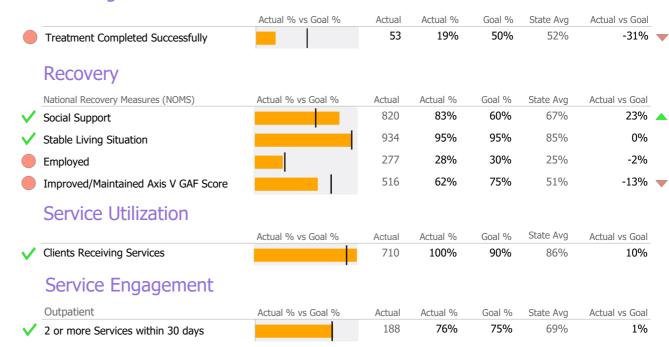
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	963	1,045	-8%	
Admits	249	250	0%	
Discharges	277	325	-15%	▼
Service Hours	7,039	7,873	-11%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		97%	96%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	63%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		96%	92%
✓ SA Screen Complete		96%	92%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		53	19%	50%	52%	-31%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		820	83%	60%	67%	23%	▲
✓ Stable Living Situation		934	95%	95%	85%	0%	
🔴 Employed		277	28%	30%	25%	-2%	
🔴 Improved/Maintained Axis V GAF Score		516	62%	75%	51%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		710	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		188	76%	75%	69%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 94 Active Standard Outpatient Programs

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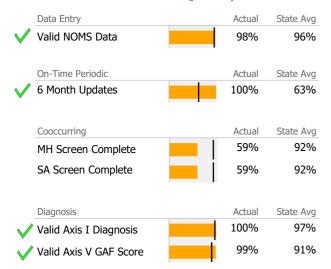Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)
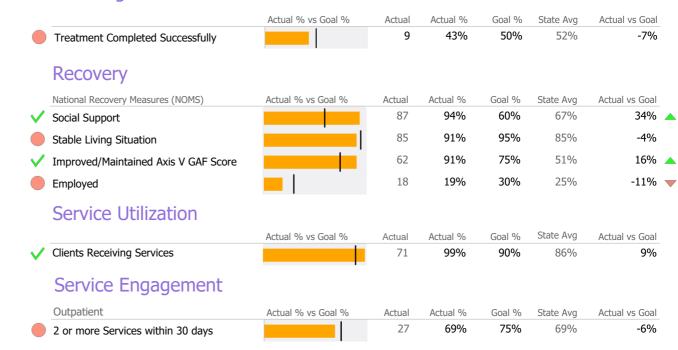
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	93	65	43%	▲
Admits	39	21	86%	▲
Discharges	21	21	0%	
Service Hours	495	484	2%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	63%

Cooccurring		Actual	State Avg
MH Screen Complete		59%	92%
SA Screen Complete		59%	92%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		99%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Treatment Completed Successfully		9	43%	50%	52%	-7%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		87	94%	60%	67%	34%	▲
●	Stable Living Situation		85	91%	95%	85%	-4%	
✓	Improved/Maintained Axis V GAF Score		62	91%	75%	51%	16%	▲
●	Employed		18	19%	30%	25%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		71	99%	90%	86%	9%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	2 or more Services within 30 days		27	69%	75%	69%	-6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 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
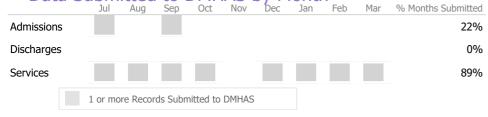Program Quality Dashboard
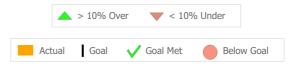Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	1	400%	▲
Admits	3	-		
Discharges	-	-		
Service Hours	33	9		

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%	95%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪		▪							22%
Discharges										0%
Services	▪	▪	▪	▪		▪	▪	▪	▪	89%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| ▪ Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 42 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	24	0%	
Admits	2	1	100%	▲
Discharges	2	1	100%	▲
Service Hours	323	584	-45%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	92%	85%	92%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪	▪						22%
Discharges		▪					▪			22%
Services		▪	▪	▪	▪	▪	▪	▪	▪	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Cedarwoods 424-260
United Services Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site
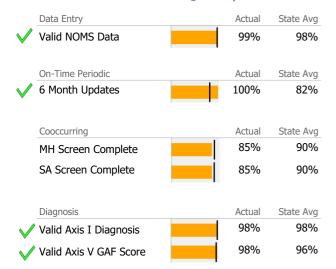
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	12	0%	
Admits	1	2	-50%	▼
Discharges	2	1	100%	▲
Service Hours	162	88	84%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		12	100%	85%	86%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	97%	0%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions								▪		11%
Discharges			▪					▪		22%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 96 Active Supportive Housing – Scattered Site Programs

Community Support Dayville -373Z
United Services Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
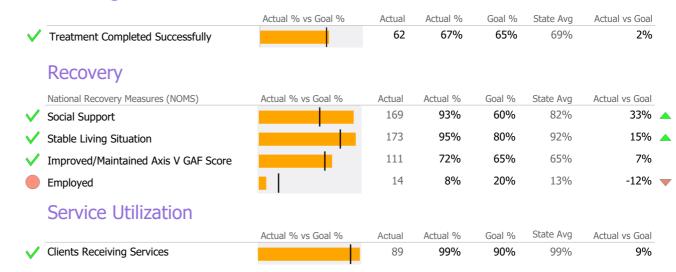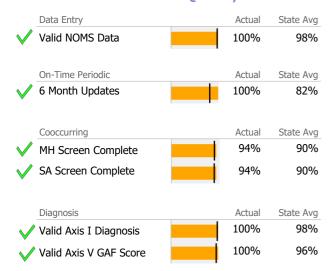Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	180	230	-22%	▼
Admits	33	104	-68%	▼
Discharges	92	41	124%	▲
Service Hours	2,562	4,139	-38%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	82%

Cooccurring		Actual	State Avg
	MH Screen Complete	85%	90%
	SA Screen Complete	85%	90%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	98%	98%
✓	Valid Axis V GAF Score	98%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		62	67%	65%	69%	2%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		169	93%	60%	82%	33%	▲
✓	Stable Living Situation		173	95%	80%	92%	15%	▲
✓	Improved/Maintained Axis V GAF Score		111	72%	65%	65%	7%	
●	Employed		14	8%	20%	13%	-12%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		89	99%	90%	99%	9%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢		▢	▢	▢	▢	▢	▢	89%
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 37 Active CSP Programs

Community Support/RP Program 373X
United Services Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
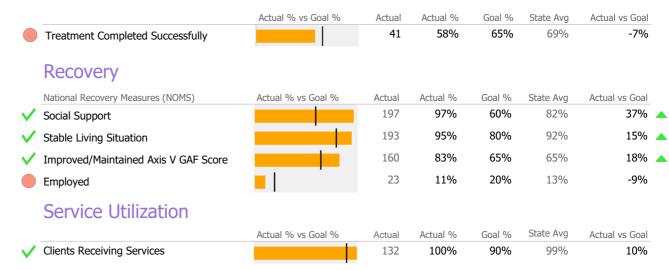Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	202	277	-27%	▼
Admits	17	85	-80%	▼
Discharges	71	70	1%	
Service Hours	4,804	6,756	-29%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		41	58%	65%	69%	-7%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		197	97%	60%	82%	37%	▲
✓	Stable Living Situation		193	95%	80%	92%	15%	▲
✓	Improved/Maintained Axis V GAF Score		160	83%	65%	65%	18%	▲
🔴	Employed		23	11%	20%	13%	-9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		132	100%	90%	99%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	98%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	82%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	94%	90%
✓	SA Screen Complete	94%	90%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▦		▦	▦			▦	▦	▦	67%
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 37 Active CSP Programs

Dayville Adult Crisis 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	80	-20%	▼
Admits	76	99	-23%	▼
Discharges	70	99	-29%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		67	93%	75%	69%	18%	▲
●	Community Location Evaluation		53	74%	80%	92%	-6%	
✓	Follow-up Service within 48 hours		23	100%	90%	87%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 26 Active Mobile Crisis Team Programs

Employment Services - Windham Area
United Services Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	68	-19%	▼
Admits	27	34	-21%	▼
Discharges	23	26	-12%	▼
Service Hours	715	1,159	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		20	36%	35%	42%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	100%	90%	97%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										89%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 43 Active Employment Services Programs

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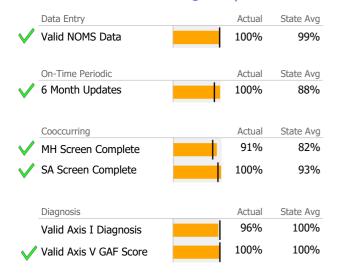Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)
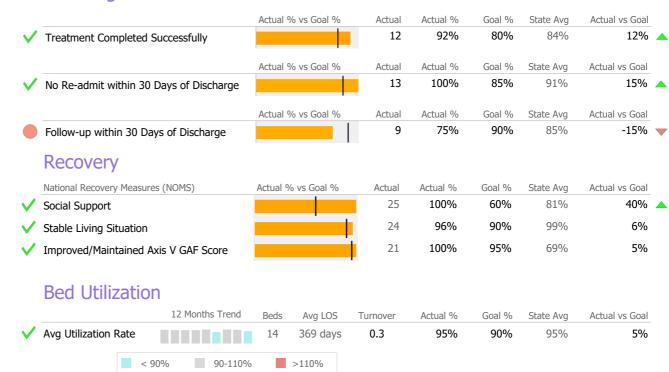
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	68	-6%	
Admits	43	34	26%	▲
Discharges	41	45	-9%	
Service Hours	254	216	18%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	96%	90%	46%	6%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		42	13%	0%	3%	13%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪		▪	▪	▪	▪	89%
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 19 Active Court Liaison-Jail Diversion Programs

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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	26	-4%
Admits	11	12	-8%
Discharges	13	13	0%
Bed Days	3,644	3,572	2%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		12	92%	80%	84%	12%	▲
✓	No Re-admit within 30 Days of Discharge		13	100%	85%	91%	15%	▲
🔴	Follow-up within 30 Days of Discharge		9	75%	90%	85%	-15%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		91%	82%
✓ SA Screen Complete		100%	93%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	100%
✓ Valid Axis V GAF Score		100%	100%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		25	100%	60%	81%	40%	▲
✓	Stable Living Situation		24	96%	90%	99%	6%	
✓	Improved/Maintained Axis V GAF Score		21	100%	95%	69%	5%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		14	369 days	0.3	95%	90%	95%	5%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪	▪		▪	▪	▪	▪	78%
Discharges		▪	▪	▪		▪	▪	▪	▪	78%

	1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual	Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 24 Active Group Home 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
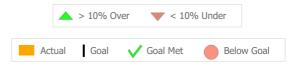Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	9	22%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	231	156	48%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		10	91%	85%	86%	6%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		11	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▨							11%
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 96 Active Supportive Housing – Scattered Site Programs

Senior Outreach
United Services Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
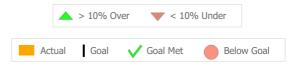Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	2	1550%	▲
Admits	23	2	1050%	▲
Discharges	14	-		
Service Hours	255	11		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		23	100%	50%	95%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪		▪	89%
Discharges		▪						▪	▪	33%
Services						▪	▪	▪	▪	44%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 42 Active Outreach & Engagement 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
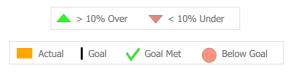Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	22	32%	▲
Admits	10	8	25%	▲
Discharges	20	7	186%	▲
Service Hours	405	384	6%	

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		10	100%	50%	95%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢		▢	▢		▢	▢	▢	78%
Discharges		▢	▢	▢	▢	▢		▢	▢	78%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 42 Active Outreach & Engagement Programs

Social Club - Windham Area
United Services Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	141	130	8%	
Admits	19	22	-14%	▼
Discharges	25	10	150%	▲
Service Hours	2,634	1,969	34%	▲
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	▬▬▬▬	85	73%	90%	73%	-17%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪		▪	▪	▪	▪	▪	▪	89%
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 33 Active Social Rehabilitation 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
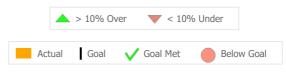Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	170	-68%	▼
Admits	8	14	-43%	▼
Discharges	6	126	-95%	▼
Service Hours	761	825	-8%	
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		37	76%	90%	73%	-14%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢	▢	▢		▢	▢		67%
Discharges	▢	▢								22%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▬ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

SOR - Employment
United Services Inc.
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		N/A	N/A	35%	29%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		N/A	N/A	90%	80%	N/A ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	37%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 11 Active Employment Services Programs

SOR E-MAT
United Services Inc.
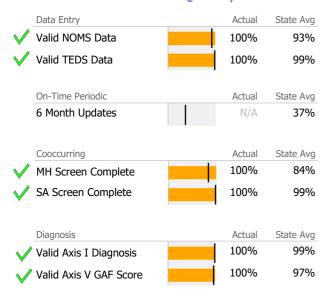Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
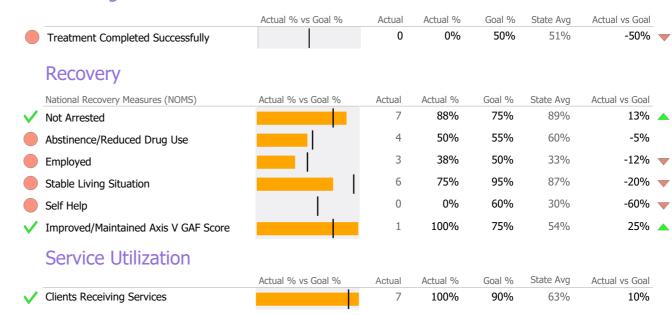Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)
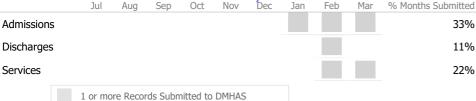
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8		
Admits	8	-	
Discharges	1	-	
Service Hours	70	-	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	93%
✓ Valid TEDS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	37%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	84%
✓ SA Screen Complete		100%	99%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		0	0%	50%	51%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		7	88%	75%	89%	13% ▲
🔴 Abstinence/Reduced Drug Use		4	50%	55%	60%	-5%
🔴 Employed		3	38%	50%	33%	-12% ▼
🔴 Stable Living Situation		6	75%	95%	87%	-20% ▼
🔴 Self Help		0	0%	60%	30%	-60% ▼
✓ Improved/Maintained Axis V GAF Score		1	100%	75%	54%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	63%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							■	■	■	33%
Discharges								■		11%
Services								■	■	22%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs

SOR E-MAT Employment
United Services Inc.
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	35%	29%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	80%	N/A ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	96%
Valid TEDS Data		N/A	63%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	37%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	100%
SA Screen Complete		N/A	100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 11 Active Employment Services Programs

SOR E-MAT Recovery Coach
United Services Inc.
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 5 Active Peer Based Mentoring Programs

Windham Area Adult 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	52	6%	
Admits	62	53	17%	▲
Discharges	62	54	15%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		54	95%	75%	69%	20%	▲
●	Community Location Evaluation		21	37%	80%	92%	-43%	▼
✓	Follow-up Service within 48 hours		14	100%	90%	87%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 26 Active Mobile Crisis Team 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 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	100	-53%	▼
Admits	26	24	8%	
Discharges	13	74	-82%	▼
Service Hours	862	820	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		25	52%	35%	42%	17%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		35	100%	90%	97%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
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 43 Active Employment Services Programs

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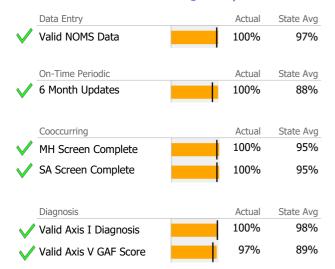Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
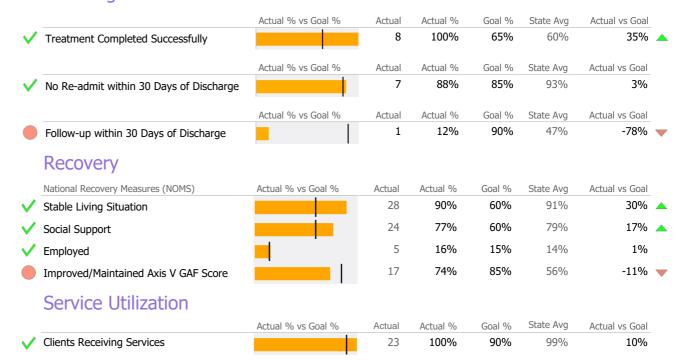Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	31	-3%	
Admits	12	10	20%	▲
Discharges	8	11	-27%	▼
Service Hours	7,804	7,561	3%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		8	100%	65%	60%	35%	▲
✓	No Re-admit within 30 Days of Discharge		7	88%	85%	93%	3%	
●	Follow-up within 30 Days of Discharge		1	12%	90%	47%	-78%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	97%

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

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

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	97%	89%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		28	90%	60%	91%	30%	▲
✓	Social Support		24	77%	60%	79%	17%	▲
✓	Employed		5	16%	15%	14%	1%	
●	Improved/Maintained Axis V GAF Score		17	74%	85%	56%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		23	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■			78%
Discharges	■	■	■			■	■			56%
Services	■	■	■	■	■	■	■	■	■	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

YAS TLH
United Services Inc.
Mental Health - Residential Services - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
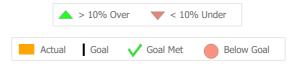Reporting Period: July 2018 - March 2019 (Data as of Jun 26, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	9	78%	▲
Admits	9	3	200%	▲
Discharges	10	-		
Bed Days	8,744	2,847	207%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		24	398 days	0.7	133%	90%	133%	43%	▲

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■		■	■	■		■	67%
Discharges	■	■	■		■	■		■	■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 1 Active Other Programs