United Services Inc.
Dayville, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - September 2020   (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,001	2,027	-1%
	Admits	414	474	-13% ▼
	Discharges	306	403	-24% ▼
	Service Hours	7,161	13,772	-48% ▼
	Bed Days	6,368	6,397	0%
	S.Rehab/PHP/IOP	645		

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

Consumer Satisfaction Survey   (Based on 502 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		92%	80%	92%
✓	General Satisfaction		92%	80%	92%
✓	Access		92%	80%	88%
✓	Quality and Appropriateness		92%	80%	93%
✓	Respect		91%	80%	91%
✓	Overall		90%	80%	91%
●	Outcome		74%	80%	83%
●	Recovery		67%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,592	60.7%
	Community Support	360	13.7%
	Social Rehabilitation	160	6.1%
	Case Management	109	4.2%
	Employment Services	76	2.9%
	Crisis Services	74	2.8%
	Consultation	56	2.1%
	ACT	28	1.1%
	Residential Services	25	1.0%
Addiction			
	Outpatient	58	2.2%
	Medication Assisted Treatment	25	1.0%
	Employment Services	19	0.7%
Forensic MH			
	Forensics Community-based	39	1.5%

Client Demographics

Age	#	%	State Avg
18-25	237	12%	8%
26-34	329	16%	21%
35-44	345	17%	22%
45-54	380	19%	20%
55-64	450	23%	20%
65+	257	13%	9%

Gender	#	%		State Avg
Female	1,193	60%	▲	42%
Male	808	40%	▼	58%
Transgender				0%

Ethnicity	#	%		State Avg
Non-Hispanic	1,634	82%	▲	69%
Hisp-Puerto Rican	254	13%		12%
Hispanic-Other	53	3%		8%
Unknown	45	2%		11%
Hispanic-Mexican	15	1%		1%
Hispanic-Cuban				0%

Race	#	%		State Avg
White/Caucasian	1,554	78%	▲	63%
Other	340	17%		13%
Black/African American	58	3%	▼	16%
Asian	15	1%		1%
Unknown	13	1%		5%
Am. Indian/Native Alaskan	11	1%		1%
Multiple Races	6	0%		1%
Hawaiian/Other Pacific Islander	4	0%		0%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

ABI Consultation Services

United Services Inc.

Mental Health - Consultation - Consultation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	60	-7%	
Admits	-	-		
Discharges	-	4	-100%	▼
Service Hours	-	2	-100%	▼

Data Submitted to DMHAS by Month

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

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

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	24	-13%	▼
Admits	9	6	50%	▲
Discharges	7	9	-22%	▼
Service Hours	49	45	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	87%
✓ Valid TEDS Data		100%	87%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	17%

Co-occurring		Actual	State Avg
MH Screen Complete		89%	91%
✓ SA Screen Complete		100%	96%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	96%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		5	71%	50%	46%	21%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		19	90%	75%	68%	15%	▲
✓	Employed		12	57%	50%	26%	7%	
✓	Abstinence/Reduced Drug Use		12	57%	55%	41%	2%	
✓	Stable Living Situation		20	95%	95%	66%	0%	
●	Improved/Maintained Axis V GAF Score		9	69%	75%	34%	-6%	
●	Self Help		4	19%	60%	17%	-41%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		13	93%	90%	45%	3%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		8	89%	75%	58%	14%	▲

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	61	-39%	▼
Admits	5	10	-50%	▼
Discharges	11	23	-52%	▼
Service Hours	59	177	-67%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	87%
✓	Valid TEDS Data	99%	87%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	17%

Co-occurring		Actual	State Avg
	MH Screen Complete	80%	91%
✓	SA Screen Complete	100%	96%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	97%	99%
✓	Valid Axis V GAF Score	100%	96%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		6	55%	50%	46%	5%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		37	100%	75%	68%	25%	▲
✓	Abstinence/Reduced Drug Use		28	76%	55%	41%	21%	▲
✓	Stable Living Situation		37	100%	95%	66%	5%	
🔴	Employed		12	32%	50%	26%	-18%	▼
🔴	Improved/Maintained Axis V GAF Score		12	39%	75%	34%	-36%	▼
🔴	Self Help		6	16%	60%	17%	-44%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		25	96%	90%	45%	6%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		3	60%	75%	58%	-15%	▼

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✓ Goal Met | 🔴 Below Goal

* State Avg based on 105 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	840	774	9%	
Admits	113	97	16%	▲
Discharges	51	107	-52%	▼
Service Hours	2,128	1,868	14%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	98%	86%

On-Time Periodic	Actual	State Avg
✔ 6 Month Updates	100%	54%

Co-occurring	Actual	State Avg
✔ MH Screen Complete	84%	75%
✔ SA Screen Complete	87%	76%

Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis	98%	97%
✔ Valid Axis V GAF Score	94%	90%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		9	18%	50%	33%	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		721	86%	60%	59%	26%	▲
✔ Employed		263	31%	30%	20%	1%	
✔ Stable Living Situation		801	95%	95%	73%	0%	
🔴 Improved/Maintained Axis V GAF Score		258	39%	75%	40%	-36%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		729	92%	90%	75%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		87	77%	75%	76%	2%

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	699	810	-14%	▼
Admits	103	111	-7%	
Discharges	78	118	-34%	▼
Service Hours	1,816	2,306	-21%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	86%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	99%	54%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	88%	75%
✓	SA Screen Complete	87%	76%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	96%	97%
✓	Valid Axis V GAF Score	97%	90%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		24	31%	50%	33%	-19%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		595	85%	60%	59%	25%	▲
✓	Stable Living Situation		680	97%	95%	73%	2%	
🔴	Employed		200	28%	30%	20%	-2%	
🔴	Improved/Maintained Axis V GAF Score		284	49%	75%	40%	-26%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		600	96%	90%	75%	6%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		83	81%	75%	76%	6%

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	91	-19%	▼
Admits	1	11	-91%	▼
Discharges	4	9	-56%	▼
Service Hours	104	151	-31%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	86%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		98%	54%

Co-occurring		Actual	State Avg
MH Screen Complete		0%	75%
SA Screen Complete		0%	76%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		97%	97%
Valid Axis V GAF Score		89%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%
Services				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		3	75%	50%	33%	25%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		68	92%	60%	59%	32%	▲
✔ Stable Living Situation		73	99%	95%	73%	4%	
🔴 Employed		14	19%	30%	20%	-11%	▼
🔴 Improved/Maintained Axis V GAF Score		40	58%	75%	40%	-17%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		70	99%	90%	75%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		1	100%	75%	76%	25%	▲

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	5	-40%	▼
Admits	-	1	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	2	2	16%	▲

Service Engagement
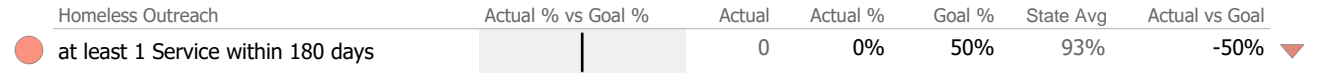
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● at least 1 Service within 180 days		0	0%	50%	93%	-50%	▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▢ Actual	▏ Goal	✓ Goal Met	● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	25	-4%	
Admits	2	3	-33%	▼
Discharges	-	1	-100%	▼
Service Hours	63	121	-48%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	88%	85%	93%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	96%	90%	96%	6%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	90%

Data Submitted to DMHAS by Month

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

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

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	20	57	-65%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		9	100%	85%	88%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		7	78%	90%	92%	-12%	▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	87%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	163	125	30%	▲
Admits	26	26	0%	
Discharges	7	3	133%	▲
Service Hours	470	1,127	-58%	▼

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✓ Valid NOMS Data		98%	80%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	85%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		81%	78%
✓ SA Screen Complete		85%	61%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		97%	98%
Valid Axis V GAF Score		86%	96%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		3	43%	65%	61%	-22%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		159	98%	80%	89%	18%	▲
✓ Social Support		125	77%	60%	81%	17%	▲
● Employed		20	12%	20%	13%	-8%	
● Improved/Maintained Axis V GAF Score		68	51%	65%	56%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		153	98%	90%	94%	8%

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 36 Active CSP Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	197	158	25%	▲
Admits	17	38	-55%	▼
Discharges	12	3	300%	▲
Service Hours	941	1,872	-50%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	80%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	85%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		82%	78%
✔ SA Screen Complete		82%	61%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	98%
Valid Axis V GAF Score		92%	96%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		5	42%	65%	61%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		184	93%	60%	81%	33%	▲
✔ Stable Living Situation		191	97%	80%	89%	17%	▲
● Employed		15	8%	20%	13%	-12%	▼
● Improved/Maintained Axis V GAF Score		90	51%	65%	56%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		179	97%	90%	94%	7%

▲ > 10% Over   ▼ < 10% Under

| ▬ Actual | ▎ Goal | ✔ Goal Met | ● Below Goal |

* State Avg based on 36 Active CSP Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	22	91%	▲
Admits	42	23	83%	▲
Discharges	26	21	24%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Evaluation within 1.5 hours of Request		42	95%	75%	79%	20%	▲
✔ Community Location Evaluation		37	84%	80%	71%	4%	
⬤ Follow-up Service within 48 hours		25	89%	90%	68%	-1%	

▲ > 10% Over	▼ < 10% Under

▮ Actual	▎ Goal	✔ Goal Met	⬤ Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	44	-5%	
Admits	8	15	-47%	▼
Discharges	7	6	17%	▲
Service Hours	175	315	-45%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		15	36%	35%	44%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	94%	90%	87%	4%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	87%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪	▪	▪	100%
Discharges		▪	▪	67%
Services				0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▪ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 39 Active Employment Services Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	51	-24%	▼
Admits	12	20	-40%	▼
Discharges	6	14	-57%	▼
Service Hours	35	68	-48%	▼

Service Utilization
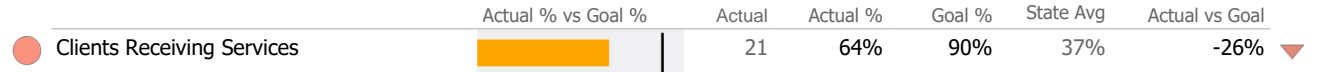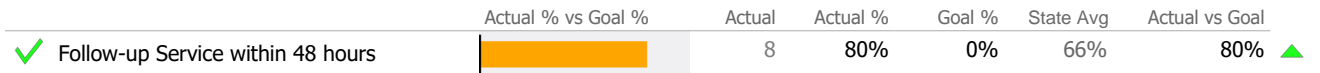
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		21	64%	90%	37%	-26%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		8	80%	0%	66%	80%	▲

▲ > 10% Over   ▼ < 10% Under

Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	1	500%	▲
Admits	1	1	0%	
Discharges	1	-		
Service Hours	15	2		

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		100%	88%
✓ Valid TEDS Data		100%	96%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	31%

Co-occurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	77%
✓ SA Screen Complete		100%	88%

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

Data Submitted to DMHAS by Month

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

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%	34%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		5	83%	55%	45%	28%	▲
✓ Not Arrested		6	100%	75%	61%	25%	▲
● Stable Living Situation		5	83%	95%	60%	-12%	▼
● Employed		2	33%	50%	23%	-17%	▼
● Improved/Maintained Axis V GAF Score		3	60%	75%	31%	-15%	▼
● Self Help		1	17%	60%	17%	-43%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	36%	10%

▲ > 10% Over   ▼ < 10% Under
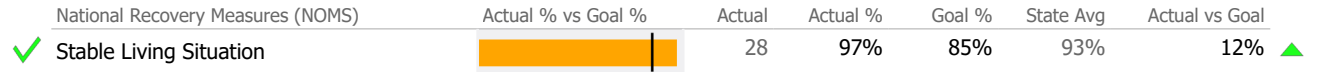
■ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs

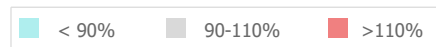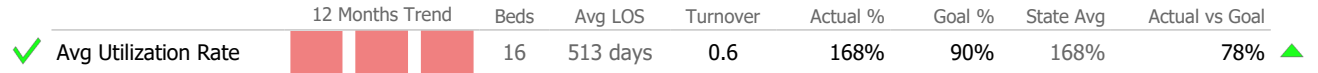Variances in data may be indicative of operational adjustments related to the pandemic.

Mill on Killingly
United Services Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	24	21%	▲
Admits	-	1	-100%	▼
Discharges	4	-		
Bed Days	2,478	2,121	17%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		28	97%	85%	93%	12%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		16	513 days	0.6	168%	90%	168%	78%	▲

	< 90%		90-110%		>110%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				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

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	20	-25%	▼
Admits	2	8	-75%	▼
Discharges	3	8	-63%	▼
Bed Days	1,110	1,156	-4%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	67%	80%	94%	-13%	▼
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	94%	15%	▲
✓	Follow-up within 30 Days of Discharge		2	100%	90%	94%	10%	

Data Submission Quality

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

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

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	84%
✓	SA Screen Complete	100%	84%

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		14	93%	60%	88%	33%	▲
✓	Stable Living Situation		15	100%	90%	99%	10%	
✓	Improved/Maintained Axis V GAF Score		14	100%	95%	69%	5%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		14	341 days	0.9	86%	90%	89%	-4%

🟦 < 90%   ⬜ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▢		33%
Discharges	▢	▢		67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal
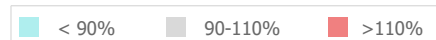
* State Avg based on 24 Active Group Home Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	-	-		
Discharges	-	-		
Service Hours	32	75	-57%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation	▬▬▬	7	78%	85%	88%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services	▬▬▬	8	89%	90%	92%	-1%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data	▬▬▬	100%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates	▬▬▬	100%	87%

Data Submitted to DMHAS by Month

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

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▬ Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	23	30%	▲
Admits	7	9	-22%	▼
Discharges	12	4	200%	▲
Service Hours	83	134	-38%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		7	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	7	-29%	▼
Admits	-	-		
Discharges	2	3	-33%	▼
Service Hours	3	41	-93%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 at least 1 Service within 180 days		0	0%	50%	93%	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		☐		33%
Services				0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	102	110	-7%	
Admits	10	10	0%	
Discharges	27	12	125%	▲
Service Hours	2	1,387	-100%	▼
Social Rehab/PHP/IOP Days	383	0		

Service Utilization
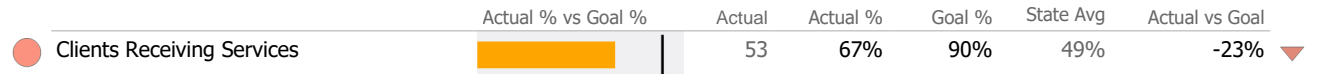
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		53	67%	90%	49%	-23%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges	▢	▢		67%
Services				0%

▢ 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

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	65	-6%	
Admits	3	12	-75%	▼
Discharges	1	5	-80%	▼
Service Hours	24	707	-97%	▼
Social Rehab/PHP/IOP Days	262	0		

Service Utilization
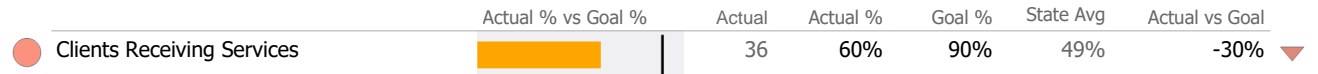
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		36	60%	90%	49%	-30%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				0%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	26	-27%	▼
Admits	12	19	-37%	▼
Discharges	9	9	0%	
Service Hours	75	143	-47%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		9	47%	35%	29%	12%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	37%	0%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	83%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	35%

Data Submitted to DMHAS by Month

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

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	3	10	-70% ▼
Discharges	-	4	-100% ▼
Service Hours	59	250	-76% ▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		100%	88%
✓ Valid TEDS Data		99%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	31%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	77%
SA Screen Complete		67%	88%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		95%	97%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	34%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		17	89%	55%	45%	34% ▲
✓ Not Arrested		19	100%	75%	61%	25% ▲
✓ Stable Living Situation		18	95%	95%	60%	0%
🔴 Employed		9	47%	50%	23%	-3%
✓ Improved/Maintained Axis V GAF Score		13	81%	75%	31%	6%
🔴 Self Help		7	37%	60%	17%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	36%	10%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

SOR-MAT-Naltrexone
United Services Inc.
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	72%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	21%	-55% ▼
Employed		N/A	N/A	50%	29%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	57%	-75% ▼
Not Arrested		N/A	N/A	75%	50%	-75% ▼
Self Help		N/A	N/A	60%	28%	-60% ▼
Stable Living Situation		N/A	N/A	95%	71%	-95% ▼
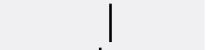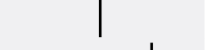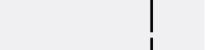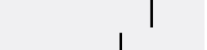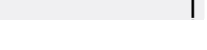
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	69%
Valid TEDS Data	N/A	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	97%
SA Screen Complete	N/A	100%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	41%	N/A ▼

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 7 Active Naltrexone Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	23	39%	▲
Admits	30	26	15%	▲
Discharges	25	26	-4%	

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		30	97%	75%	79%	22%	▲
✓ Community Location Evaluation		28	90%	80%	71%	10%	
✓ Follow-up Service within 48 hours		10	91%	90%	68%	1%	

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

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	45	-24%	▼
Admits	5	5	0%	
Discharges	9	8	13%	▲
Service Hours	199	302	-34%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		12	35%	35%	44%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	87%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	87%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 39 Active Employment Services Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	31	-10%	
Admits	1	7	-86%	▼
Discharges	2	2	0%	
Service Hours	808	2,619	-69%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	84%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	92%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	90%
✓ SA Screen Complete		100%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▪	33%
Discharges	▪			33%
Services				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	65%	36%	35%	▲
✓	No Re-admit within 30 Days of Discharge		2	100%	85%	94%	15%	▲
●	Follow-up within 30 Days of Discharge		0	0%	90%	53%	-90%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		26	93%	60%	92%	33%	▲
✓	Social Support		23	82%	60%	80%	22%	▲
✓	Employed		6	21%	15%	12%	6%	
●	Improved/Maintained Axis V GAF Score		21	78%	85%	49%	-7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		26	100%	90%	99%	10%

Legend:
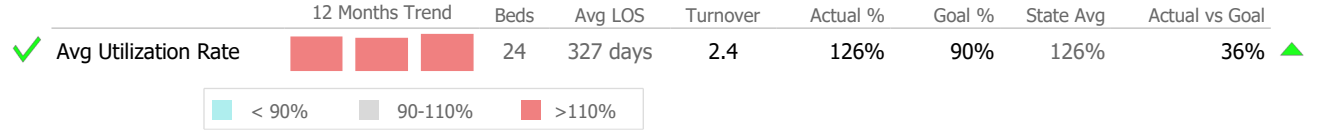▲ > 10% Over ▼ < 10% Under
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

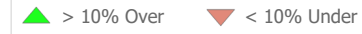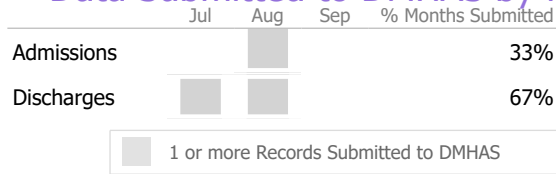Variances in data may be indicative of operational adjustments related to the pandemic.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	11	-9%	
Admits	2	4	-50%	▼
Discharges	2	2	0%	
Bed Days	2,780	3,120	-11%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate	▮▮▮	24	327 days	2.4	126%	90%	126%	36%	▲

▢ < 90%	▢ 90-110%	▮ >110%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▮		33%
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

Variances in data may be indicative of operational adjustments related to the pandemic.