United Services Inc.
Dayville, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - December 2020   (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,305	2,254	2%
	Admits	861	879	-2%
	Discharges	672	794	-15% ▼
	Service Hours	15,164	27,073	-44% ▼
	Bed Days	12,447	12,933	-4%
	S.Rehab/PHP/IOP	1,187		

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,832	60.5%
	Community Support	369	12.2%
	Social Rehabilitation	172	5.7%
	Crisis Services	129	4.3%
	Case Management	125	4.1%
	Employment Services	90	3.0%
	Consultation	56	1.8%
	Residential Services	34	1.1%
	ACT	30	1.0%
Addiction			
	Outpatient	69	2.3%
	Medication Assisted Treatment	38	1.3%
	Employment Services	28	0.9%
Forensic MH			
	Forensics Community-based	56	1.8%

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

Client Demographics

Age

	#	%	State Avg
18-25	312	14%	9%
26-34	403	18%	21%
35-44	392	17%	22%
45-54	417	18%	19%
55-64	486	21%	20%
65+	291	13%	8%

Gender

	#	%		State Avg
Female	1,365	59%	▲	42%
Male	939	41%	▼	58%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	1,879	82%	▲	70%
Hisp-Puerto Rican	279	12%		12%
Hispanic-Other	63	3%		8%
Unknown	63	3%		10%
Hispanic-Mexican	21	1%		0%
Hispanic-Cuban				0%

Race

	#	%		State Avg
White/Caucasian	1,781	77%	▲	62%
Other	377	16%		13%
Black/African American	80	3%	▼	17%
Unknown	22	1%		6%
Asian	17	1%		1%
Am. Indian/Native Alaskan	13	1%		1%
Multiple Races	11	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 - December 2020 (Data as of Apr 06, 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	Oct	Nov	Dec	% 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
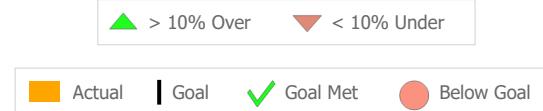
* State Avg based on 10 Active Consultation Programs

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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	27	4%	
Admits	17	9	89%	▲
Discharges	10	12	-17%	▼
Service Hours	98	100	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	85%
✓ Valid TEDS Data		100%	84%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	21%

Co-occurring		Actual	State Avg
MH Screen Complete		88%	90%
✓ SA Screen Complete		100%	96%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							83%
Services							50%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		5	50%	50%	53%	0%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		27	93%	75%	74%	18%	▲
✓	Employed		18	62%	50%	30%	12%	▲
✓	Stable Living Situation		28	97%	95%	73%	2%	
●	Abstinence/Reduced Drug Use		13	45%	55%	47%	-10%	▼
●	Self Help		6	21%	60%	18%	-39%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		19	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		14	82%	75%	60%	7%
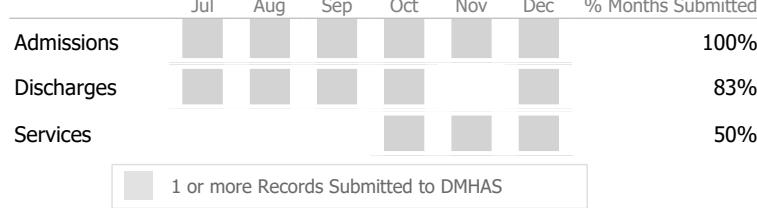
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 107 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	67	-39%	▼
Admits	9	16	-44%	▼
Discharges	21	37	-43%	▼
Service Hours	125	275	-54%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	85%
✓	Valid TEDS Data	99%	84%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	21%

Co-occurring		Actual	State Avg
	MH Screen Complete	89%	90%
✓	SA Screen Complete	100%	96%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							100%
Services							50%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		9	43%	50%	53%	-7%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		41	100%	75%	74%	25%	▲
✓	Abstinence/Reduced Drug Use		32	78%	55%	47%	23%	▲
✓	Stable Living Situation		41	100%	95%	73%	5%	
🔴	Employed		13	32%	50%	30%	-18%	▼
🔴	Self Help		10	24%	60%	18%	-36%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		20	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		7	78%	75%	60%	3%
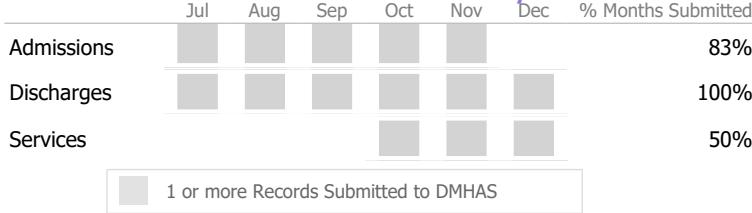
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 107 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	974	861	13%	▲
Admits	255	197	29%	▲
Discharges	135	193	-30%	▼
Service Hours	4,217	3,644	16%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	52%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	87%	75%
✓	SA Screen Complete	90%	75%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	99%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	100%
Services				▪	▪	▪	50%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		23	17%	50%	33%	-33%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		820	84%	60%	60%	24%	▲
✓	Employed		326	33%	30%	22%	3%	
✓	Stable Living Situation		949	97%	95%	74%	2%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		816	96%	90%	81%	6%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		194	76%	75%	76%	1%
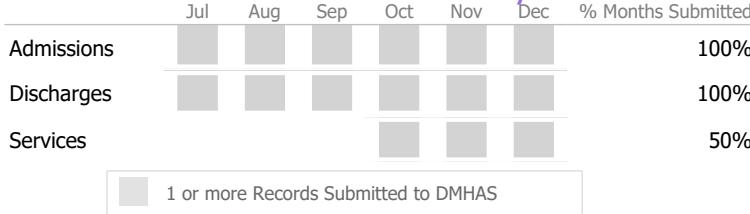
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 85 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	810	888	-9%	
Admits	224	194	15%	▲
Discharges	175	237	-26%	▼
Service Hours	4,010	4,254	-6%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	52%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		91%	75%
✓ SA Screen Complete		91%	75%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	100%
Services		▪		▪	▪	▪	67%

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		44	25%	50%	33%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		682	83%	60%	60%	23%	▲
✓ Stable Living Situation		806	98%	95%	74%	3%	
✓ Employed		253	31%	30%	22%	1%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		642	99%	90%	81%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		173	78%	75%	76%	3%

▲ > 10% Over   ▼ < 10% Under

Legend: Actual | Goal | ✓ Goal Met | 🔴 Below Goal

* State Avg based on 85 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 - December 2020 (Data as of Apr 06, 2021)
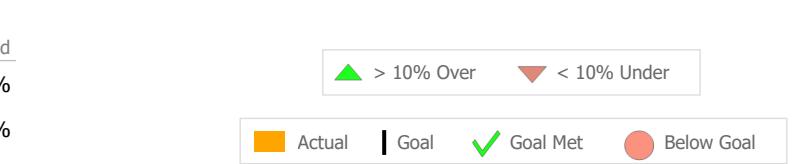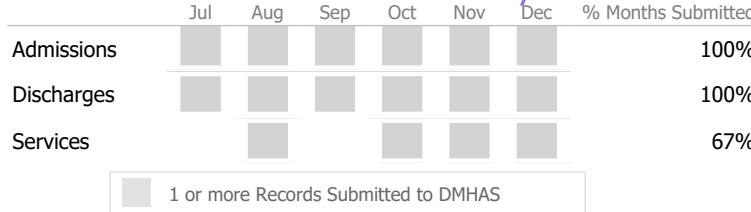
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	95	-19%	▼
Admits	4	15	-73%	▼
Discharges	10	16	-38%	▼
Service Hours	212	269	-21%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	52%

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

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		97%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪	▪	▪	▪	67%
Discharges	▪		▪		▪	▪	67%
Services				▪	▪	▪	50%

□ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		6	60%	50%	33%	10%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		74	96%	60%	60%	36%	▲
✓	Stable Living Situation		76	99%	95%	74%	4%	
●	Employed		15	19%	30%	22%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		67	100%	90%	81%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days			3	75%	75%	76%	0%
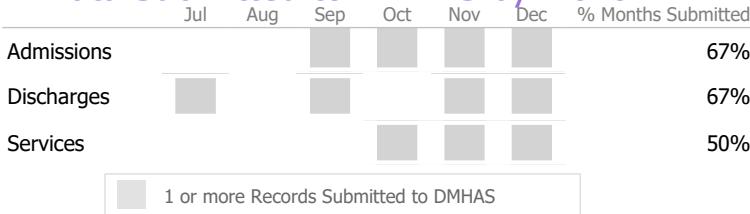
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 85 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	5	-40%	▼
Admits	-	1	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	4	4	-9%	

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%	92%	-50%	▼

Data Submitted to DMHAS by Month

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

▪ 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	27	-7%	
Admits	3	5	-40%	▼
Discharges	-	3	-100%	▼
Service Hours	134	272	-51%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	88%	85%	94%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	96%	90%	97%	6%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%
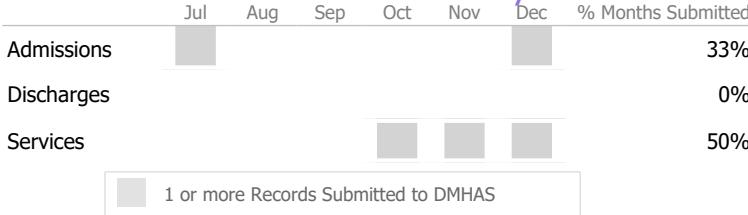
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							0%
Services							50%

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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	-	1	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	63	100	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		9	100%	85%	90%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%
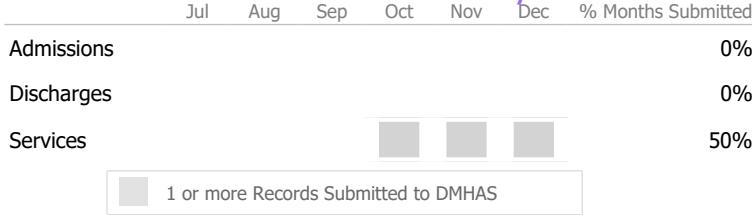
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services				▨	▨	▨	50%

▨ 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	170	151	13%	▲
Admits	33	52	-37%	▼
Discharges	22	12	83%	▲
Service Hours	1,048	2,259	-54%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	98%	80%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	81%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	85%	80%
✔	SA Screen Complete	85%	61%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	97%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢		▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services				▢	▢	▢	50%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		11	50%	65%	59%	-15%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		168	99%	80%	88%	19%	▲
✔	Social Support		133	78%	60%	82%	18%	▲
🔴	Employed		24	14%	20%	13%	-6%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		148	100%	90%	97%	10%
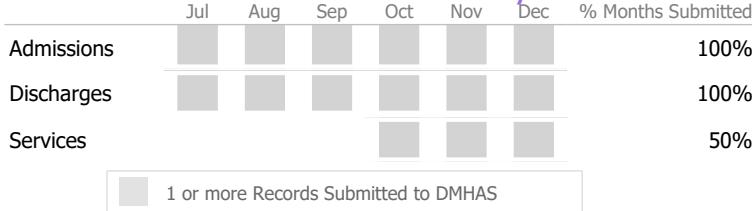
▲ > 10% Over   ▼ < 10% Under

▮ 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	199	185	8%	
Admits	19	65	-71%	▼
Discharges	25	16	56%	▲
Service Hours	1,821	3,945	-54%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		12	48%	65%	59%	-17%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		185	93%	60%	82%	33%	▲
✓	Stable Living Situation		192	96%	80%	88%	16%	▲
🔴	Employed		17	9%	20%	13%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		177	100%	90%	97%	10%

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100%	81%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		84%	80%
✓	SA Screen Complete		79%	61%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		99%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢		▢		83%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services				▢	▢	▢	50%

▢ 1 or more Records Submitted to DMHAS

▲ > 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	50	50%	▲
Admits	78	56	39%	▲
Discharges	66	55	20%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		72	90%	75%	79%	15%	▲
✓ Community Location Evaluation		64	80%	80%	71%	0%	
✓ Follow-up Service within 48 hours		48	94%	90%	69%	4%	

Data Submitted to DMHAS by Month
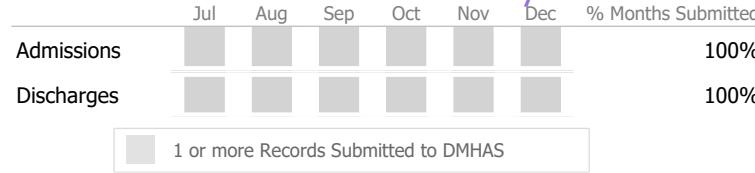
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

☐ 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.

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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	53	-8%	
Admits	15	25	-40%	▼
Discharges	19	19	0%	
Service Hours	451	611	-26%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		20	41%	35%	44%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	92%
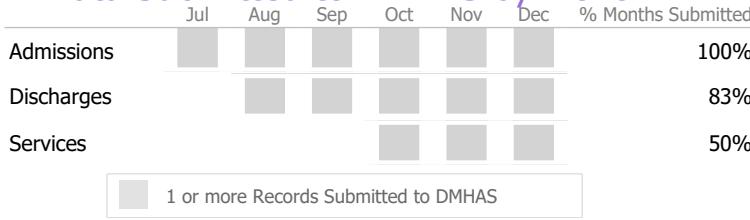
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges		▪	▪	▪	▪	▪	83%
Services				▪	▪	▪	50%

▪ 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	65	-14%	▼
Admits	28	34	-18%	▼
Discharges	18	33	-45%	▼
Service Hours	69	164	-58%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		36	95%	90%	46%	5%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		12	75%	0%	61%	75% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	100%
Services				▪	▪	▪	50%

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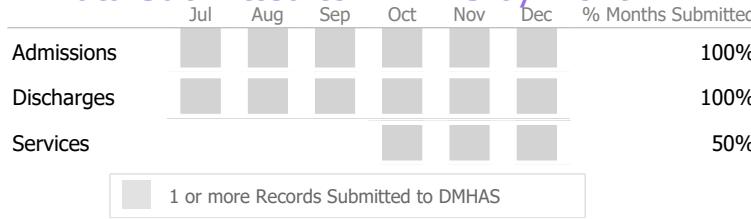
▲ > 10% Over   ▼ < 10% Under

█ Actual | Goal   ✓ Goal Met   ● Below Goal

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

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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	9	67%	▲
Admits	10	9	11%	▲
Discharges	2	2	0%	
Service Hours	100	74	35%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		99%	87%
✓ Valid TEDS Data		100%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	26%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	73%
✓ SA Screen Complete		100%	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢	▢	▢	▢	67%
Discharges			▢			▢	33%
Services				▢	▢	▢	50%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		1	50%	50%	45%	0%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		15	100%	75%	64%	25%	▲
● Abstinence/Reduced Drug Use		8	53%	55%	47%	-2%	
● Stable Living Situation		13	87%	95%	63%	-8%	
● Employed		5	33%	50%	24%	-17%	▼
● Self Help		4	27%	60%	18%	-33%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		13	100%	90%	39%	10%	
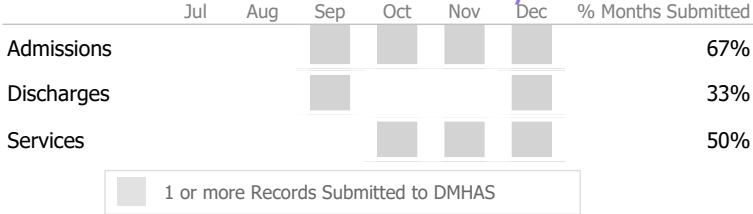
▲ > 10% Over	▼ < 10% Under

▢ 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	26	12%	▲
Admits	1	3	-67%	▼
Discharges	4	-		
Bed Days	4,658	4,444	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	93%	85%	94%	8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	592 days	0.3	158%	90%	158%	68% ▲

■ < 90% ■ 90-110% ■ >110%

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	% Months Submitted
Admissions				■			17%
Discharges	■	■	■				50%

■ 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 - December 2020 (Data as of Apr 06, 2021)
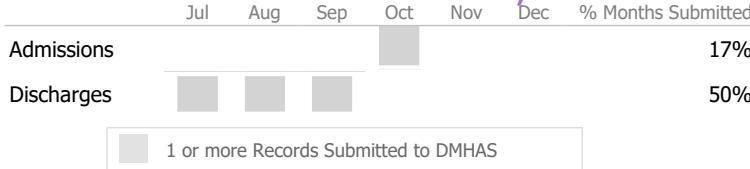
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	27	-19%	▼
Admits	9	15	-40%	▼
Discharges	10	13	-23%	▼
Bed Days	2,213	2,325	-5%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		9	90%	80%	94%	10%	▲
✓	No Re-admit within 30 Days of Discharge		10	100%	85%	97%	15%	▲
●	Follow-up within 30 Days of Discharge		7	78%	90%	91%	-12%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	84%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		90%	80%
SA Screen Complete		90%	91%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		95%	99%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		22	100%	60%	90%	40%	▲
✓ Stable Living Situation		22	100%	90%	100%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		14	325 days	0.4	86%	90%	90%	-4%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■		■	■	■	67%
Discharges	■	■		■	■	■	83%

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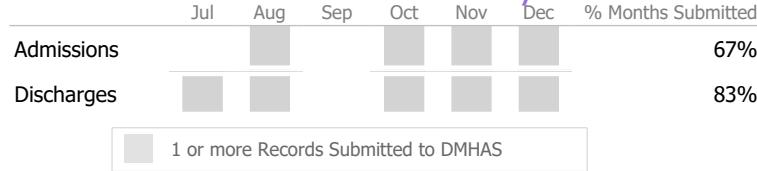
▲ > 10% Over   ▼ < 10% Under

■ 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	-	-		
Discharges	1	-		
Service Hours	90	149	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		7	78%	85%	90%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		8	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	88%
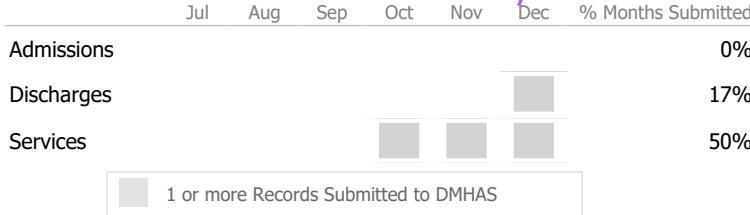
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges						▪	17%
Services				▪	▪	▪	50%

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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	31	39%	▲
Admits	20	17	18%	▲
Discharges	15	10	50%	▲
Service Hours	183	236	-23%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		19	95%	50%	92%	45%	▲

Data Submitted to DMHAS by Month
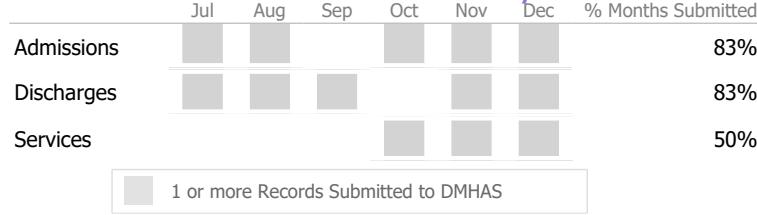
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢		▢	▢	▢	83%
Discharges	▢	▢	▢		▢	▢	83%
Services				▢	▢	▢	50%

▢ 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	8	-13%	▼
Admits	2	1	100%	▲
Discharges	3	4	-25%	▼
Service Hours	12	80	-85%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		2	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month
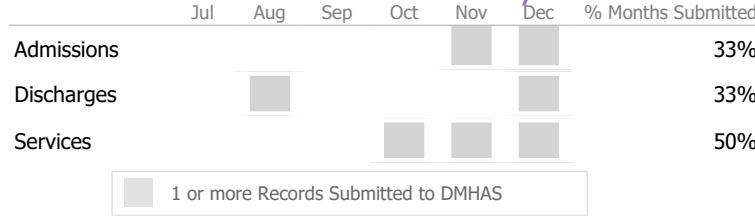
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▣	▣	33%
Discharges		▣			▣		33%
Services				▣	▣	▣	50%

▣ 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	108	124	-13%	▼
Admits	17	24	-29%	▼
Discharges	40	13	208%	▲
Service Hours	2	2,430	-100%	▼
Social Rehab/PHP/IOP Days	656	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		50	68%	90%	57%	-22%	▼

Data Submitted to DMHAS by Month
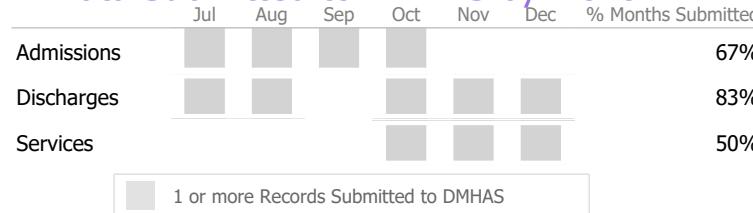
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪			67%
Discharges	▪	▪		▪	▪	▪	83%
Services				▪	▪	▪	50%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 34 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	70	-4%	
Admits	9	16	-44%	▼
Discharges	7	10	-30%	▼
Service Hours	38	1,236	-97%	▼
Social Rehab/PHP/IOP Days	531	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services	▓▓▓▓	43	70%	90%	57%	-20%	▼

Data Submitted to DMHAS by Month
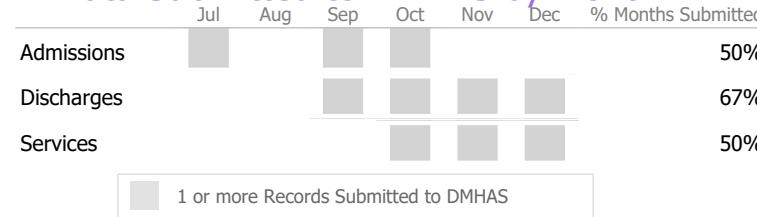
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▓		▓	▓			50%
Discharges			▓	▓	▓	▓	67%
Services				▓	▓	▓	50%

▓ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ┃ Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 34 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	40	-30%	▼
Admits	21	33	-36%	▼
Discharges	16	15	7%	
Service Hours	205	280	-27%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		11	39%	35%	29%	4%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		12	100%	90%	60%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	81%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							100%
Services							50%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal
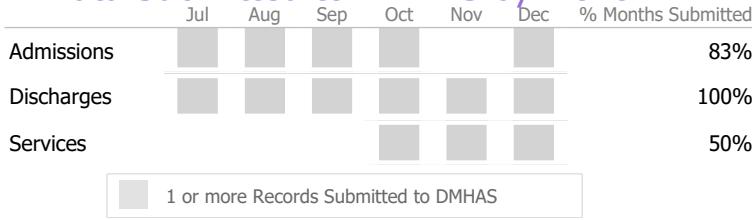
* State Avg based on 10 Active Employment Services Programs

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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	25	-8%	
Admits	8	16	-50%	▼
Discharges	4	6	-33%	▼
Service Hours	167	473	-65%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		97%	87%
✓ Valid TEDS Data		99%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	26%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		75%	73%
SA Screen Complete		62%	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	50%	45%	-50%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		24	100%	75%	64%	25%	▲
✓	Abstinence/Reduced Drug Use		19	79%	55%	47%	24%	▲
✓	Stable Living Situation		23	96%	95%	63%	1%	
✓	Employed		12	50%	50%	24%	0%	
🔴	Self Help		9	38%	60%	18%	-22%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		20	100%	90%	39%	10%

Data Submitted to DMHAS by Month
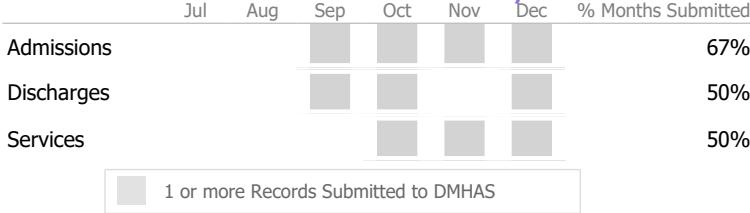
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢	▢	▢	▢	67%
Discharges			▢	▢		▢	50%
Services				▢	▢	▢	50%

▢ 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

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 - December 2020 (Data as of Apr 06, 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%	29%	-55%
Employed		N/A	N/A	50%	29%	-50%
Not Arrested		N/A	N/A	75%	49%	-75%
Self Help		N/A	N/A	60%	31%	-60%
Stable Living Situation		N/A	N/A	95%	74%	-95%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	71%
Valid TEDS Data	N/A	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	11%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	95%
SA Screen Complete	N/A	99%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	56%	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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.

Transitional Living Housing (TLH) YAS
United Services Inc.
Mental Health - Residential Services - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	12	0%	
Admits	5	5	0%	
Discharges	4	5	-20%	▼
Bed Days	5,576	6,164	-10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		24	359 days	1.2	126%	90%	126%	36%	▲

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■			■	■	50%
Discharges	■	■	■		■		67%

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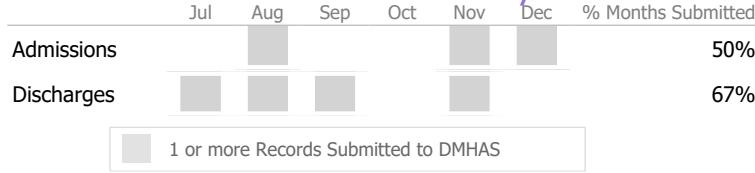
▲ > 10% Over   ▼ < 10% Under

■ 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.

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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	41	34%	▲
Admits	57	46	24%	▲
Discharges	45	45	0%	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		55	96%	75%	79%	21%	▲
✔	Community Location Evaluation		54	95%	80%	71%	15%	▲
●	Follow-up Service within 48 hours		20	87%	90%	69%	-3%	
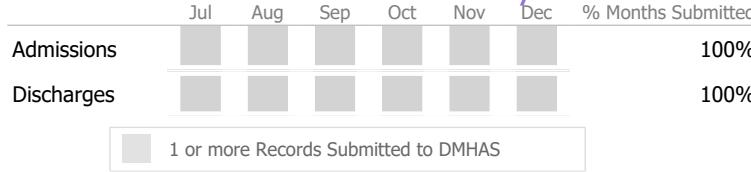
▲ > 10% Over	▼ < 10% Under

■ 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	Oct	Nov	Dec	% 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.

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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	54	-22%	▼
Admits	14	14	0%	
Discharges	17	24	-29%	▼
Service Hours	428	545	-22%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		15	35%	35%	44%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	92%
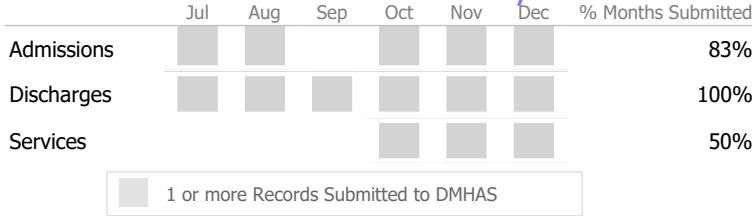
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪		▪	▪	▪	83%
Discharges	▪	▪	▪	▪	▪	▪	100%
Services				▪	▪	▪	50%

☐ 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	33	-9%	
Admits	3	9	-67%	▼
Discharges	3	5	-40%	▼
Service Hours	1,688	5,667	-70%	▼

Data Submission Quality

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

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

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		2	67%	65%	39%	2%	
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	94%	15%	▲
● Follow-up within 30 Days of Discharge		0	0%	90%	48%	-90%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		27	90%	60%	93%	30%	▲
✓ Employed		7	23%	15%	14%	8%	
✓ Social Support		20	67%	60%	79%	7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■		■	■	50%
Discharges	■				■		33%
Services				■	■	■	50%

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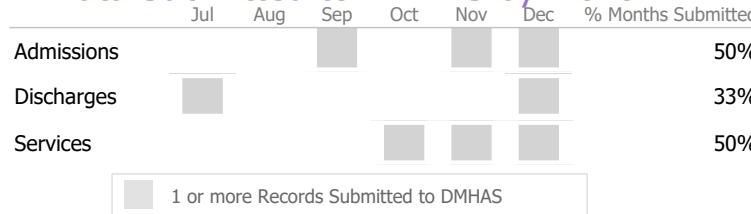
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

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