

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,224	2,981	8%
	Admits	2,401	1,853	30% ▲
	Discharges	2,100	1,806	16% ▲
	Service Hours	48,006	35,271	36% ▲
	Bed Days	5,380	5,180	4%
	S.Rehab/PHP/IOP	4,420	3,482	27% ▲

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

### Consumer Satisfaction Survey

(Based on 328 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ Respect		90%	80%	91%
✓ Overall		90%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Access		87%	80%	88%
● Outcome		70%	80%	83%
● Recovery		67%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	2,293	50.9%
	Community Support	569	12.6%
	Crisis Services	428	9.5%
	Social Rehabilitation	224	5.0%
	Case Management	170	3.8%
	Employment Services	146	3.2%
	Consultation	60	1.3%
	Residential Services	30	0.7%
	ACT	28	0.6%
	<b>Forensic MH</b>	Forensics Community-based	297
<b>Addiction</b>	Outpatient	151	3.4%
	Medication Assisted Treatment	70	1.6%
	Employment Services	35	0.8%

### Client Demographics

Age	#	%	State Avg
18-25	429	13%	9%
26-34	564	18%	20%
35-44	657	20%	25%
45-54	479	15%	18%
55-64	618	19%	18%
65+	468	15%	9%

Gender	#	%	State Avg
Female	1,816	56%	▲ 40%
Male	1,406	44%	▼ 60%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	2,469	77%	▲ 58%
Other	480	15%	12%
Black/African American	106	3%	▼ 17%
Unknown	81	3%	9%
Multiple Races	44	1%	1%
Asian	20	1%	1%
Am. Indian/Native Alaskan	19	1%	1%
Hawaiian/Other Pacific Islander	5	0%	0%

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

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

# Addiction Recovery-DAC

United Services Inc.

Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	50	26% ▲
Admits	43	27	59% ▲
Discharges	33	30	10%
Service Hours	420	313	34% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
Valid TEDS Data	99%	66%
<b>On-Time Periodic</b>		
6 Month Updates	100%	9%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	39%	50%	53%	-11% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		63	98%	75%	61%	23% ▲
Abstinence/Reduced Drug Use		43	67%	55%	34%	12% ▲
Stable Living Situation		59	92%	95%	62%	-3%
Employed		27	42%	50%	32%	-8%
Improved/Maintained Function Score		30	64%	75%	52%	-11% ▼
Self Help		12	19%	60%	18%	-41% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		31	100%	90%	45%	10%

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		34	79%	75%	47%	4%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	■	■	■	92%
Discharges	■		■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■			■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 104 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	78	13% ▲
Admits	60	59	2%
Discharges	54	43	26% ▲
Service Hours	561	592	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Valid TEDS Data	99%	66%
On-Time Periodic		
6 Month Updates	100%	9%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		29	54%	50%	53%	4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		92	96%	75%	61%	21% ▲
✓ Abstinence/Reduced Drug Use		57	59%	55%	34%	4%
● Employed		47	49%	50%	32%	-1%
● Stable Living Situation		85	89%	95%	62%	-6%
● Self Help		42	44%	60%	18%	-16% ▼
● Improved/Maintained Function Score		49	71%	75%	52%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	100%	90%	45%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		48	83%	75%	47%	8%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■			■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 104 Active Standard Outpatient Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,189	1,217	-2%
Admits	477	374	28% ▲
Discharges	407	480	-15% ▼
Service Hours	8,160	7,349	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	54%
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		189	46%	50%	45%	-4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,000	81%	60%	66%	21% ▲
Employed		435	35%	30%	27%	5%
Stable Living Situation		1,182	96%	95%	75%	1%
Improved/Maintained Function Score		335	33%	75%	49%	-42% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		829	100%	90%	90%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		358	77%	75%	68%	2%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 79 Active Standard Outpatient Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,024	981	4%
Admits	435	360	21% ▲
Discharges	333	384	-13% ▼
Service Hours	8,195	6,807	20% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	54%
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		145	44%	50%	45%	-6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		958	91%	60%	66%	31% ▲
Employed		421	40%	30%	27%	10% ▲
Stable Living Situation		1,019	97%	95%	75%	2%
Improved/Maintained Function Score		351	40%	75%	49%	-35% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		719	100%	90%	90%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		358	85%	75%	68%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 79 Active Standard Outpatient Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	128	129	-1%
Admits	32	37	-14% ▼
Discharges	23	32	-28% ▼
Service Hours	1,056	843	25% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	95%	54%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	78%	50%	45%	28% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		110	85%	60%	66%	25% ▲
✓ Stable Living Situation		126	97%	95%	75%	2%
● Employed		20	15%	30%	27%	-15% ▼
● Improved/Maintained Function Score		12	11%	75%	49%	-64% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		108	100%	90%	90%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		25	81%	75%	68%	6%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	75%
Services	■	■	■	■	■	■	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

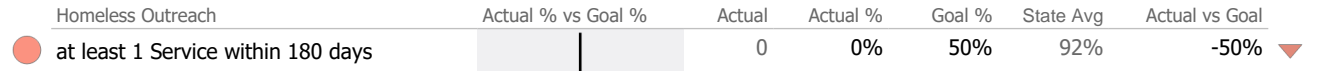
\* State Avg based on 79 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	4	-50% ▼
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	6	14	-57% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



\* State Avg based on 60 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	23	30% ▲
Admits	9	5	80% ▲
Discharges	5	3	67% ▲
Service Hours	1,518	394	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	87%	85%	93%	2%

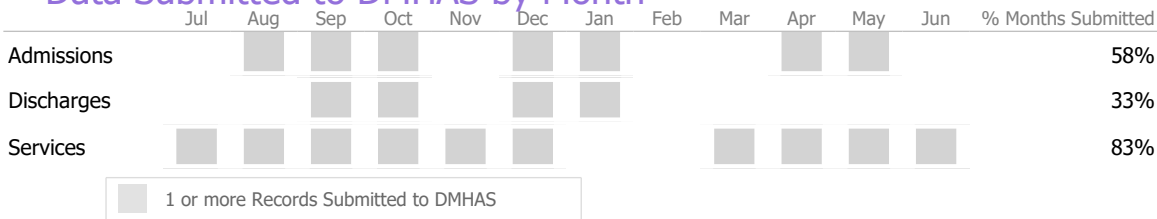
### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	98%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 67 Active Supportive Housing – Development Programs

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	2	2	0%
Discharges	1	2	-50% ▼
Service Hours	208	146	42% ▲

### Recovery

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

### Service Utilization

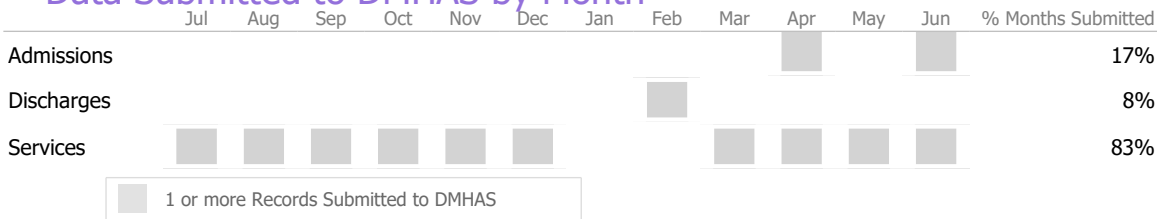
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	3	67% ▲
Admits	3	3	0%
Discharges	3	1	200% ▲
Bed Days	803	551	46% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	67%	-50% ▼

### Recovery

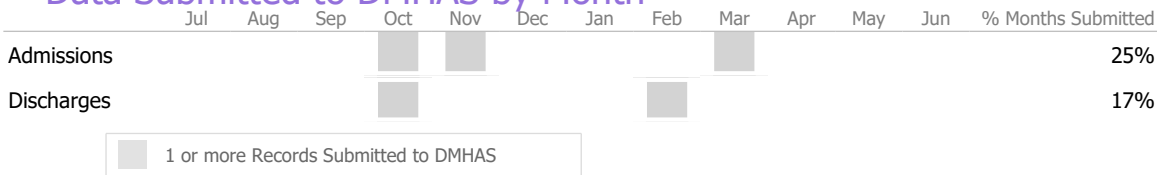
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		3	60%	60%	84%	0%
Stable Living Situation		4	80%	85%	95%	-5%
Employed		1	20%	25%	18%	-5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	267 days	0.3	73%	90%	68%	-17% ▼

Legend: ■ < 90%    ■ 90-110%    ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 Active Residential Support Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	285	164	74% ▲
Admits	178	110	62% ▲
Discharges	114	53	115% ▲
Service Hours	7,146	3,200	123% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		39	34%	65%	53%	-31% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		235	81%	60%	80%	21% ▲
Stable Living Situation		255	88%	80%	86%	8%
Employed		61	21%	20%	16%	1%
Improved/Maintained Function Score		109	45%	65%	58%	-20% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		177	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 35 Active CSP Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	289	267	8%
Admits	111	130	-15% ▼
Discharges	142	89	60% ▲
Service Hours	7,346	5,448	35% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	96%	89%
Diagnosis		
Valid Axis I Diagnosis	99%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		79	56%	65%	53%	-9%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		254	85%	60%	80%	25% ▲
Stable Living Situation		268	90%	80%	86%	10%
Employed		46	15%	20%	16%	-5%
Improved/Maintained Function Score		88	34%	65%	58%	-31% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		157	100%	90%	99%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 35 Active CSP Programs

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

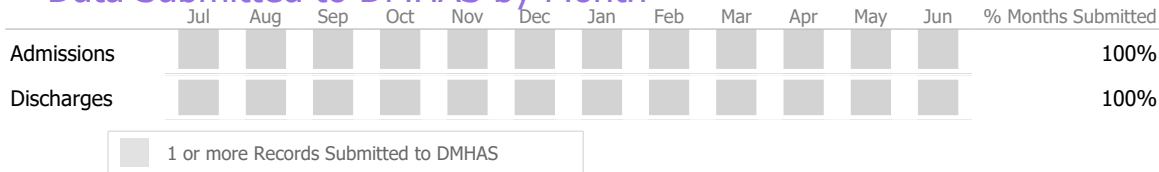
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	191	116	65% ▲
Admits	191	104	84% ▲
Discharges	192	100	92% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		114	96%	75%	71%	21% ▲
● Community Location Evaluation		93	78%	80%	76%	-2%
✓ Follow-up Service within 48 hours		70	99%	90%	87%	9%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 26 Active Mobile Crisis Team Programs

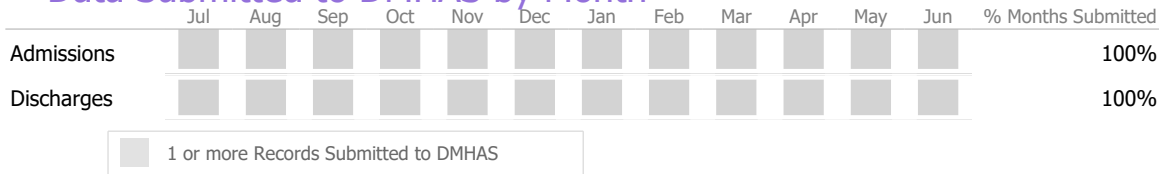
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	238	89	167% ▲
Admits	254	91	179% ▲
Discharges	241	87	177% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		136	93%	75%	71%	18% ▲
✓ Community Location Evaluation		121	83%	80%	76%	3%
✓ Follow-up Service within 48 hours		82	100%	90%	87%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 26 Active Mobile Crisis Team Programs

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

## Employment Services

United Services Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	74	-12% ▼
Admits	41	56	-27% ▼
Discharges	42	52	-19% ▼
Service Hours	358	567	-37% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		27	40%	35%	41%	5%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■			■	■	■	■	■	■	■	83%
Discharges	■	■	■	■	■	■	■	■	■	■		■	92%
Services	■	■	■	■	■	■			■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

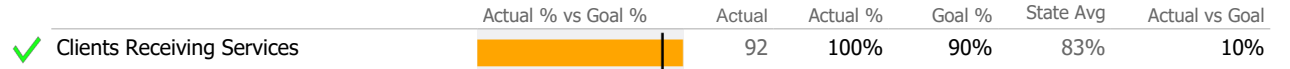
\* State Avg based on 37 Active Employment Services Programs

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

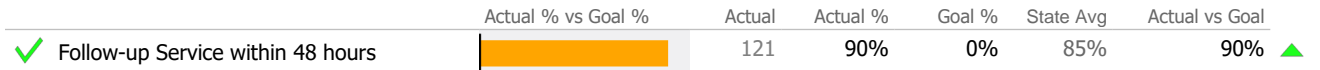
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	297	146	103% ▲
Admits	253	94	169% ▲
Discharges	230	77	199% ▲
Service Hours	630	255	147% ▲

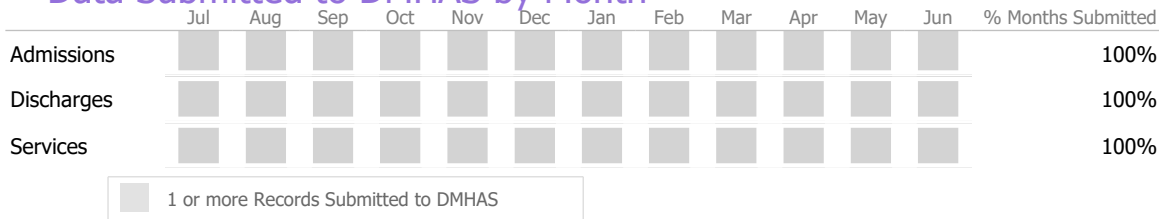
### Service Utilization



### Jail Diversion



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	19	42% ▲
Admits	13	9	44% ▲
Discharges	9	5	80% ▲
Service Hours	343	289	19% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	99%	64%
On-Time Periodic		
6 Month Updates	100%	39%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	89%	50%	50%	39% ▲

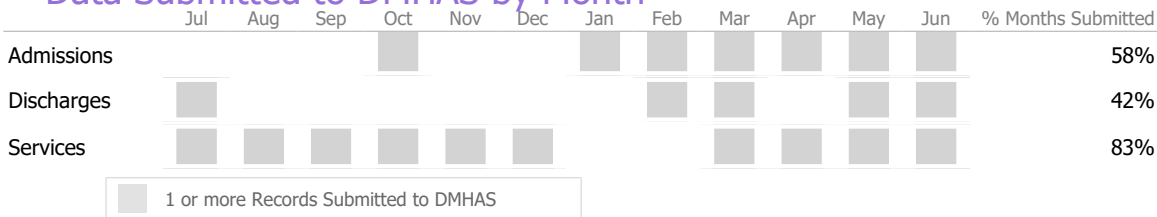
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		25	93%	55%	55%	38% ▲
✓ Not Arrested		25	93%	75%	72%	18% ▲
● Stable Living Situation		22	81%	95%	66%	-14% ▼
● Employed		8	30%	50%	30%	-20% ▼
● Self Help		9	33%	60%	25%	-27% ▼
● Improved/Maintained Function Score		10	56%	75%	36%	-19% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	59%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal


\* State Avg based on 19 Active Buprenorphine Maintenance Programs

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

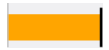

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	29	-3%
Admits	2	7	-71% ▼
Discharges	1	3	-67% ▼

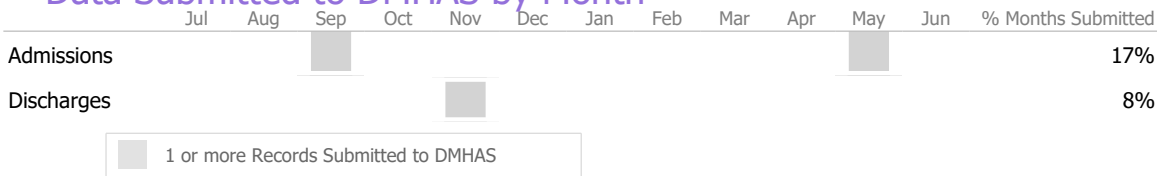
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	96%	85%	93%	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		86%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

 Actual    | Goal     Goal Met     Below Goal

\* State Avg based on 67 Active Supportive Housing – Development Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	10	11	-9%
Discharges	10	10	0%
Bed Days	2,781	3,491	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	98%
On-Time Periodic		
6 Month Updates	100%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	90%	80%	86%	10% ▲
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	90%	15% ▲
● Follow-up within 30 Days of Discharge		8	89%	90%	82%	-1%

### Recovery

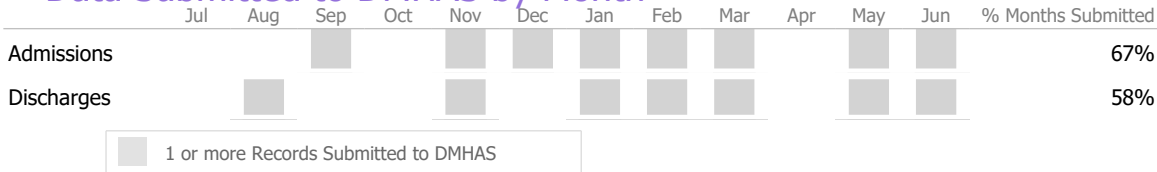
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		16	89%	60%	83%	29% ▲
✓ Stable Living Situation		18	100%	90%	100%	10%
● Improved/Maintained Function Score		8	67%	95%	69%	-28% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		14	379 days	0.3	54%	90%	83%	-36% ▼

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 22 Active Group Home Programs

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

## Next Steps

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 2023 - June 2024 (Data as of Sep 10, 2024)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	9	33% ▲
Admits	3	2	50% ▲
Discharges	-	-	
Service Hours	316	217	46% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	92%	85%	85%	7%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	95%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

# Senior Outreach and Engagement

United Services Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

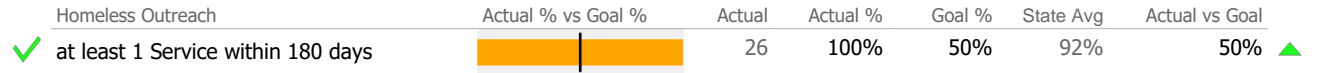
Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

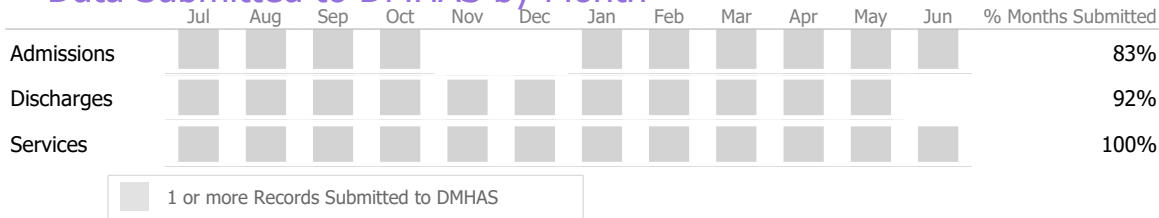
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	87	-8%
Admits	26	69	-62% ▼
Discharges	36	36	0%
Service Hours	1,680	954	76% ▲

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

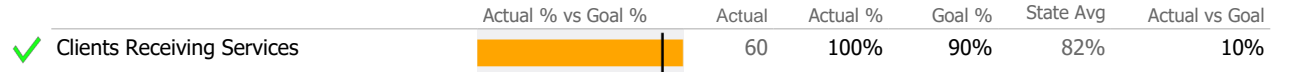
\* State Avg based on 60 Active Outreach & Engagement Programs

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

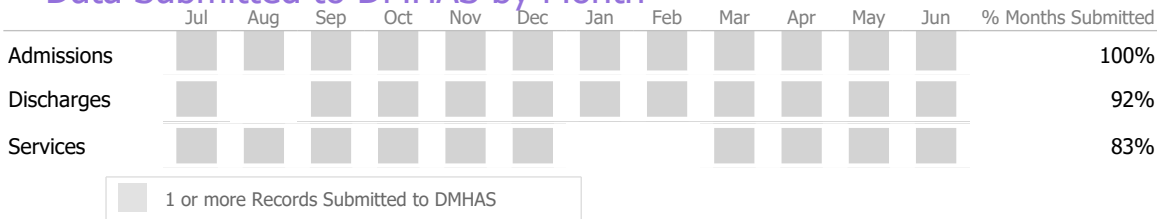
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	75	41% ▲
Admits	54	34	59% ▲
Discharges	51	22	132% ▲
Service Hours	52	24	112% ▲
Social Rehab/PHP/IOP Days	2,515	2,371	6%

### Service Utilization



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

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

# Social Rehabilitation

United Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

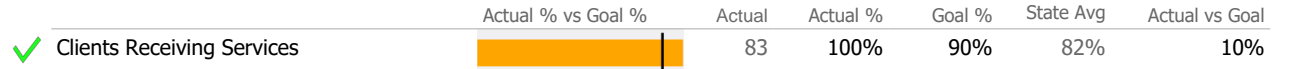
Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

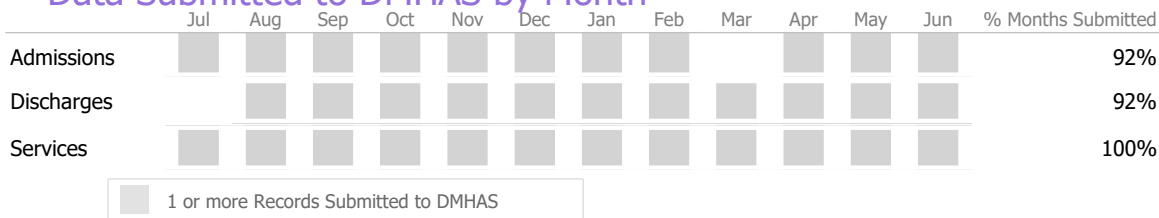
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	89	37% ▲
Admits	64	34	88% ▲
Discharges	44	28	57% ▲
Service Hours	1,566	1,327	18% ▲
Social Rehab/PHP/IOP Days	1,905	1,111	71% ▲

## Service Utilization



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	31	13% ▲
Admits	25	23	9%
Discharges	25	20	25% ▲
Service Hours	348	145	140% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		20	56%	35%	30%	21% ▲

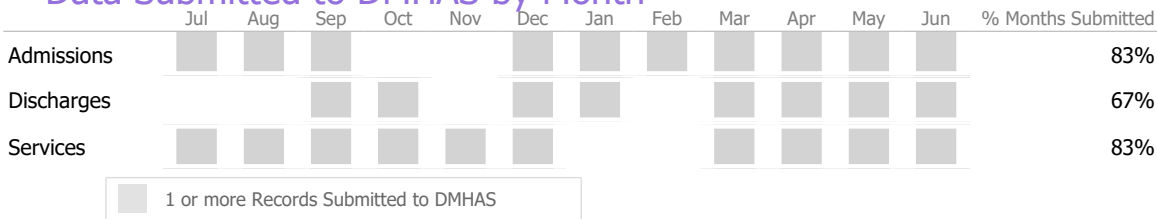
### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		91%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		77%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 9 Active Employment Services Programs

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	29	48% ▲
Admits	20	10	100% ▲
Discharges	10	6	67% ▲
Service Hours	497	502	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	97%
Valid TEDS Data	98%	64%
On-Time Periodic		
6 Month Updates	96%	39%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	90%	50%	50%	40% ▲

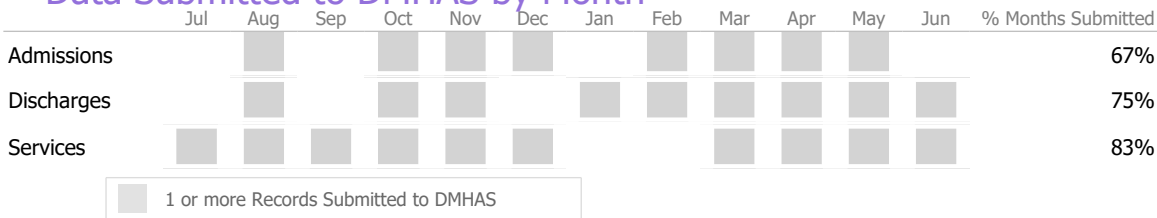
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		40	91%	55%	55%	36% ▲
✓ Not Arrested		44	100%	75%	72%	25% ▲
✓ Stable Living Situation		42	95%	95%	66%	0%
● Employed		14	32%	50%	30%	-18% ▼
● Self Help		11	25%	60%	25%	-35% ▼
● Improved/Maintained Function Score		8	22%	75%	36%	-53% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	59%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 19 Active Buprenorphine Maintenance Programs

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

### Program Activity

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

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 99%
Valid TEDS Data		N/A 92%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 17%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	43%	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%	45%	-55% ▼
Employed		N/A	N/A	50%	38%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	32%	-75% ▼
Not Arrested		N/A	N/A	75%	71%	-75% ▼
Self Help		N/A	N/A	60%	45%	-60% ▼
Stable Living Situation		N/A	N/A	95%	62%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	46%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

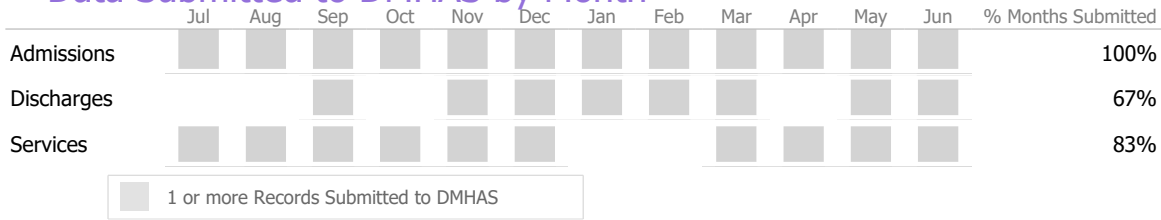
Actual Goal Goal Met Below Goal

\* State Avg based on 6 Active Naltrexone Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	57	5%
Admits	28	28	0%
Discharges	29	27	7%
Service Hours	29	41	-29% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 10 Active Consultation Programs

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

## Work Services

United Services Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	77	5%
Admits	46	50	-8%
Discharges	44	45	-2%
Service Hours	1,733	970	79% ▲

### Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		40	49%	35%	41%	14% ▲

### Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		37	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■		■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■			■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 37 Active Employment Services Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	21	33% ▲
Admits	11	10	10%
Discharges	9	4	125% ▲
Service Hours	5,683	3,851	48% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic		
6 Month Updates	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	33%	65%	57%	-32% ▼
No Re-admit within 30 Days of Discharge		9	100%	85%	89%	15% ▲
Follow-up within 30 Days of Discharge		1	33%	90%	48%	-57% ▼

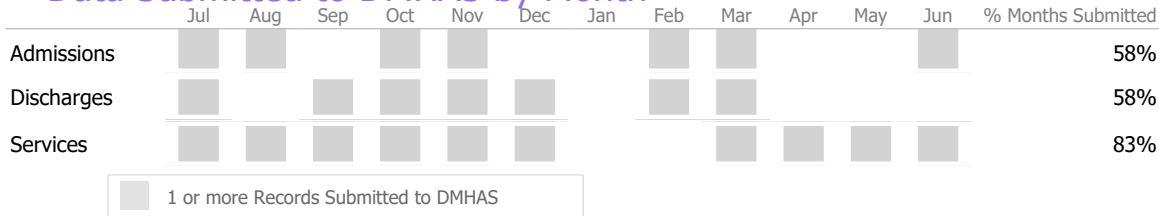
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		26	93%	60%	88%	33% ▲
Social Support		22	79%	60%	76%	19% ▲
Employed		7	25%	15%	15%	10% ▲
Improved/Maintained Function Score		8	35%	85%	29%	-50% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	100%	90%	99%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 23 Active Assertive Community Treatment Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	5	6	-17% ▼
Discharges	3	6	-50% ▼
Bed Days	1,796	1,138	58% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	69%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A

### Recovery

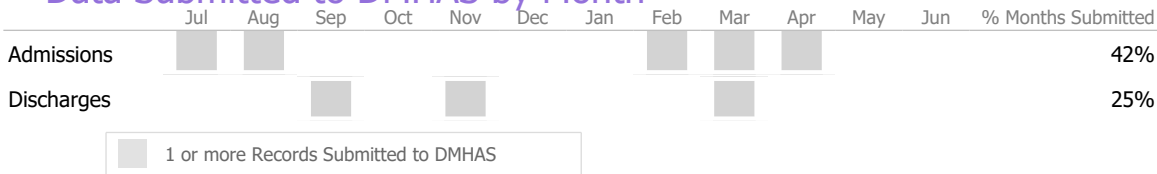
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		7	78%	60%	87%	18% ▲
Stable Living Situation		9	100%	95%	95%	5%
Employed		2	22%	25%	13%	-3%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	289 days	0.3	82%	90%	89%	-8%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 83 Active Supervised Apartments Programs

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