

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,228	2,197	1%
	Admits	501	434	15% ▲
	Discharges	472	464	2%
	Service Hours	10,862	7,933	37% ▲
	Bed Days	2,755	2,075	33% ▲
	S.Rehab/PHP/IOP	1,045	837	25% ▲

▲ > 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	1,647	58.5%
	Community Support	366	13.0%
	Social Rehabilitation	145	5.2%
	Case Management	133	4.7%
	Crisis Services	86	3.1%
	Employment Services	83	2.9%
	Consultation	40	1.4%
	ACT	20	0.7%
	Residential Services	16	0.6%
	<b>Forensic MH</b>	Forensics Community-based	151
<b>Addiction</b>	Outpatient	70	2.5%
	Medication Assisted Treatment	41	1.5%
	Employment Services	17	0.6%

### Client Demographics

Age	#	%	State Avg
18-25	242	11%	8%
26-34	375	17%	18%
35-44	437	20%	24%
45-54	349	16%	19%
55-64	475	21%	20%
65+	348	16%	11%

Gender	#	%	State Avg
Female	1,298	58%	▲ 42%
Male	929	42%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,795	81%	▲ 66%
Hisp-Puerto Rican	274	12%	11%
Hispanic-Other	87	4%	10%
Unknown	43	2%	▼ 13%
Hispanic-Mexican	29	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	1,713	77%	▲ 60%
Other	359	16%	12%
Black/African American	60	3%	▼ 17%
Unknown	33	1%	8%
Multiple Races	26	1%	1%
Asian	17	1%	1%
Am. Indian/Native Alaskan	16	1%	1%
Hawaiian/Other Pacific Islander	4	0%	0%

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

# 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 - September 2023 (Data as of Dec 26, 2023)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	31	-10%
Admits	7	7	0%
Discharges	5	7	-29% ▼
Service Hours	79	88	-10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
Valid TEDS Data	100%	76%
<b>On-Time Periodic</b>		
6 Month Updates	100%	11%
<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		0	0%	50%	51%	-50% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		28	100%	75%	48%	25% ▲
Abstinence/Reduced Drug Use		20	71%	55%	24%	16% ▲
Stable Living Situation		26	93%	95%	49%	-2%
Employed		8	29%	50%	25%	-21% ▼
Self Help		10	36%	60%	14%	-24% ▼
Improved/Maintained Function Score		4	27%	75%	30%	-48% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		23	100%	90%	32%	10%

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	57%	75%	49%	-18% ▼

## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 103 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	37	14% ▲
Admits	6	17	-65% ▼
Discharges	13	10	30% ▲
Service Hours	142	107	33% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
Valid TEDS Data	100%	76%
On-Time Periodic		
6 Month Updates	100%	11%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	38%	50%	51%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		41	98%	75%	48%	23% ▲
Abstinence/Reduced Drug Use		28	67%	55%	24%	12% ▲
Employed		23	55%	50%	25%	5%
Stable Living Situation		40	95%	95%	49%	0%
Self Help		14	33%	60%	14%	-27% ▼
Improved/Maintained Function Score		14	50%	75%	30%	-25% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		29	100%	90%	32%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		6	100%	75%	49%	25% ▲

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 103 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	842	950	-11% ▼
Admits	84	86	-2%
Discharges	82	135	-39% ▼
Service Hours	1,747	1,885	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	55%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		27	33%	50%	37%	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		613	73%	60%	62%	13% ▲
Employed		293	35%	30%	23%	5%
Stable Living Situation		821	97%	95%	71%	2%
Improved/Maintained Function Score		94	13%	75%	35%	-62% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		735	97%	90%	79%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		60	71%	75%	61%	-4%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 75 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	728	724	1%
Admits	112	84	33% ▲
Discharges	92	109	-16% ▼
Service Hours	1,908	1,714	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	98%	55%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		32	35%	50%	37%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		676	93%	60%	62%	33% ▲
Employed		279	38%	30%	23%	8%
Stable Living Situation		708	97%	95%	71%	2%
Improved/Maintained Function Score		113	20%	75%	35%	-55% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		622	98%	90%	79%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		94	84%	75%	61%	9%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 75 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	102	104	-2%
Admits	4	11	-64% ▼
Discharges	1	6	-83% ▼
Service Hours	233	163	42% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	95%	55%
Diagnosis		
Valid Axis I Diagnosis	96%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	37%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		96	94%	60%	62%	34% ▲
✓ Stable Living Situation		102	100%	95%	71%	5%
● Employed		18	18%	30%	23%	-12% ▼
● Improved/Maintained Function Score		1	1%	75%	35%	-74% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		101	100%	90%	79%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		2	50%	75%	61%	-25% ▼

### Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 75 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	3	-33% ▼
Admits	-	-	
Discharges	-	-	
Service Hours	1	5	-71% ▼

### 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%	89%	-50% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 52 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	24	20	20% ▲
Admits	3	2	50% ▲
Discharges	1	1	0%
Service Hours	182	77	137% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	92%	85%	91%	7%

### Service Utilization

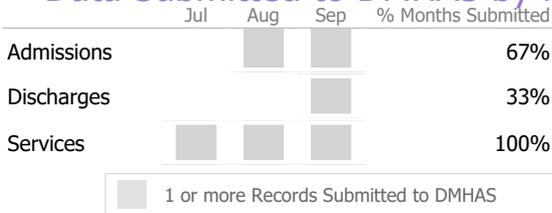
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	96%	90%	94%	6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 68 Active Supportive Housing – Development Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	40	20	101% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	88%	85%	85%	3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	87%	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 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	2		
Admits	-	-	
Discharges	-	-	
Bed Days	184	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic		
6 Month Updates	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	78%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		2	100%	60%	88%	40% ▲
✓ Stable Living Situation		2	100%	85%	97%	15% ▲
● Employed		0	0%	25%	14%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	334 days	1.5	67%	90%	67%	-23% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### 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 22 Active Residential Support Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	162	79	105% ▲
Admits	49	23	113% ▲
Discharges	18	7	157% ▲
Service Hours	1,584	572	177% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	91%
On-Time Periodic		
6 Month Updates	86%	77%
Diagnosis		
Valid Axis I Diagnosis	93%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	17%	65%	53%	-48% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		120	74%	60%	79%	14% ▲
Stable Living Situation		140	86%	80%	87%	6%
Employed		29	18%	20%	14%	-2%
Improved/Maintained Function Score		16	18%	65%	50%	-47% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		142	99%	90%	93%	9%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 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	206	176	17% ▲
Admits	18	29	-38% ▼
Discharges	30	24	25% ▲
Service Hours	1,857	1,164	59% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	94%	77%
Diagnosis		
Valid Axis I Diagnosis	96%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	53%	65%	53%	-12% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		175	85%	60%	79%	25% ▲
Stable Living Situation		187	91%	80%	87%	11% ▲
Employed		32	16%	20%	14%	-4%
Improved/Maintained Function Score		22	14%	65%	50%	-51% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		174	99%	90%	93%	9%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 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	40	45	-11% ▼
Admits	20	28	-29% ▼
Discharges	38	36	6%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		22	100%	75%	78%	25% ▲
✓ Community Location Evaluation		22	100%	80%	82%	20% ▲
✓ Follow-up Service within 48 hours		11	100%	90%	85%	10%

### 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

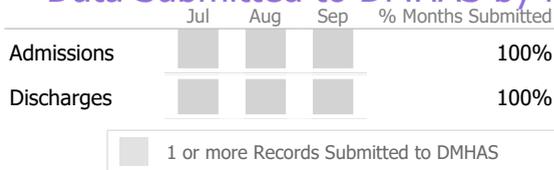
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	29	59% ▲
Admits	35	23	52% ▲
Discharges	43	24	79% ▲

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		32	91%	75%	78%	16% ▲
✓ Community Location Evaluation		32	91%	80%	82%	11% ▲
✓ Follow-up Service within 48 hours		16	100%	90%	85%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 25 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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	34	12% ▲
Admits	12	12	0%
Discharges	14	8	75% ▲
Service Hours	75	109	-31% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		18	47%	35%	41%	12% ▲

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	88%	90%	88%	-2%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		94%

On-Time Periodic	Actual	State Avg
6 Month Updates		76%

## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

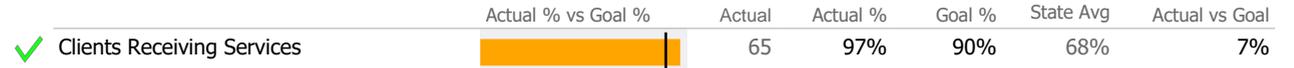
\* State Avg based on 37 Active Employment Services Programs

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

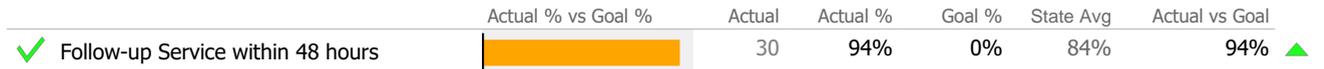
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	151	64	136% ▲
Admits	85	12	608% ▲
Discharges	87	12	625% ▲
Service Hours	149	35	

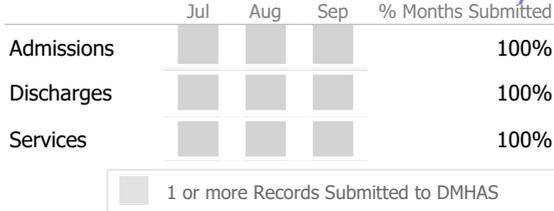
### Service Utilization



### 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	14	10	40% ▲
Admits	-	-	
Discharges	3	1	200% ▲
Service Hours	48	43	13% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	57%
On-Time Periodic		
6 Month Updates	91%	41%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	42%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		14	100%	55%	50%	45% ▲
✓ Not Arrested		14	100%	75%	62%	25% ▲
✓ Employed		7	50%	50%	28%	0%
● Stable Living Situation		12	86%	95%	59%	-9%
● Self Help		1	7%	60%	15%	-53% ▼
● Improved/Maintained Function Score		3	21%	75%	22%	-54% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	51%	10%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 19 Active 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	27	22	23% ▲
Admits	1	-	
Discharges	-	1	-100% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	96%	85%	91%	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

### Data Submitted to DMHAS by Month

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

 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

 Actual    | Goal     Goal Met     Below Goal

\* State Avg based on 68 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	9	14	-36% ▼
Admits	1	7	-86% ▼
Discharges	1	4	-75% ▼
Bed Days	707	643	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	100%	78%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	80%	79%	20% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	72%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	80%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		9	100%	60%	86%	40% ▲
✓ Stable Living Situation		9	100%	90%	96%	10%
○ Improved/Maintained Function Score		2	25%	95%	46%	-70% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		14	396 days	1.6	55%	90%	80%	-35% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 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 - September 2023 (Data as of Dec 26, 2023)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	100	67	50% ▲

## Recovery

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

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	87%	10%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

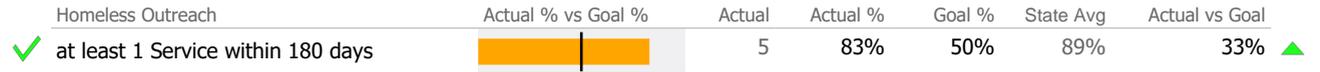
\* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	27	122% ▲
Admits	6	6	0%
Discharges	12	5	140% ▲
Service Hours	356	199	78% ▲

### Service Engagement



### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 52 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	-	-	
Discharges	1	1	0%
Service Hours	12	7	58% ▲

### 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%	89%	-50% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

\* State Avg based on 52 Active Outreach & Engagement Programs

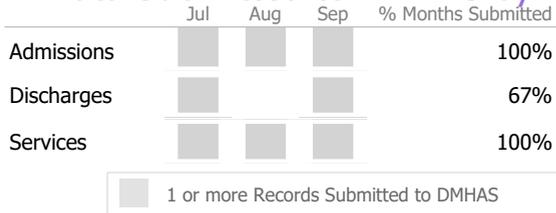
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	65	51	27% ▲
Admits	8	6	33% ▲
Discharges	6	3	100% ▲
Service Hours	6	2	
Social Rehab/PHP/IOP Days	616	574	7%

### 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

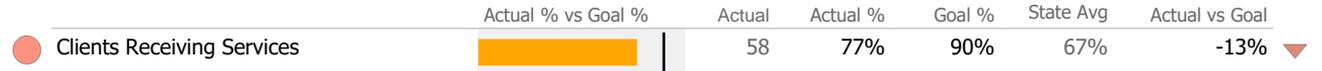
United Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	65	25%	▲
Admits	19	10	90%	▲
Discharges	6	3	100%	▲
Service Hours	422	221	91%	▲
Social Rehab/PHP/IOP Days	429	263	63%	▲

## Service Utilization



## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 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	17	14	21% ▲
Admits	6	6	0%
Discharges	3	10	-70% ▼
Service Hours	159	18	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		6	35%	35%	21%	0%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	93%	90%	57%	3%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		34%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 9 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	22	23% ▲
Admits	3	2	50% ▲
Discharges	1	2	-50% ▼
Service Hours	127	119	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
Valid TEDS Data	100%	57%
On-Time Periodic		
6 Month Updates	100%	41%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

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

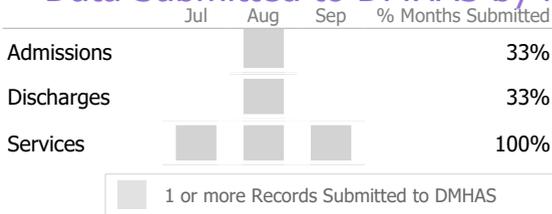
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		25	93%	55%	50%	38% ▲
✓ Not Arrested		27	100%	75%	62%	25% ▲
✓ Stable Living Situation		26	96%	95%	59%	1%
● Employed		12	44%	50%	28%	-6%
● Self Help		4	15%	60%	15%	-45% ▼
● Improved/Maintained Function Score		0	0%	75%	22%	-75% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	96%	90%	51%	6%

### 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 100%
Valid TEDS Data		N/A 100%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 15%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	40%	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%	35%	-55% ▼
Employed		N/A	N/A	50%	32%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	19%	-75% ▼
Not Arrested		N/A	N/A	75%	53%	-75% ▼
Self Help		N/A	N/A	60%	41%	-60% ▼
Stable Living Situation		N/A	N/A	95%	47%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	28%	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

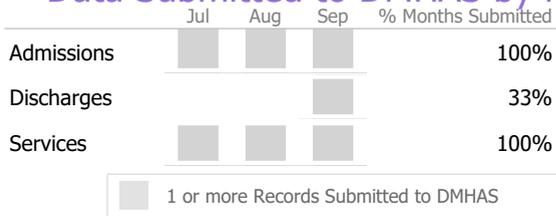
Actual Goal Goal Met Below Goal

\* State Avg based on 6 Active Naltrexone Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	40	0%
Admits	7	8	-13% ▼
Discharges	1	6	-83% ▼
Service Hours	6	7	-12% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 Active Consultation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	43	5%
Admits	10	13	-23% ▼
Discharges	10	9	11% ▲
Service Hours	312	258	21% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		24	53%	35%	41%	18% ▲

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		35	100%	90%	88%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		94%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		76%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 37 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	12	67% ▲
Admits	3	1	200% ▲
Discharges	3	-	
Service Hours	1,317	771	71% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic		
6 Month Updates	100%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	65%	61%	-32% ▼
No Re-admit within 30 Days of Discharge		3	100%	85%	84%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	31%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		19	95%	60%	89%	35% ▲
Social Support		17	85%	60%	77%	25% ▲
Employed		3	15%	15%	14%	0%
Improved/Maintained Function Score		2	13%	85%	26%	-72% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	97%	10%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 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	6	4	50% ▲
Admits	2	-	
Discharges	1	3	-67% ▼
Bed Days	1,864	1,432	30% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	100%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	60%	70%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	100%	60%	84%	40% ▲
Stable Living Situation		6	100%	95%	93%	5%
Employed		0	0%	25%	13%	-25% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	164 days	2.5	135%	90%	95%	45% ▲

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

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

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 84 Active Supervised Apartments Programs