Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Provider Activity

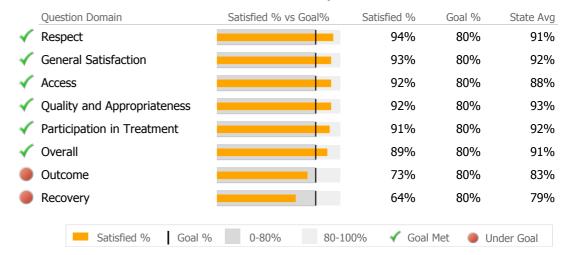




Clients by Level of Care

Program Type	e Level of Care Type		#	%
Mental Ho	ealth			
	Outpatient		2,342	62.1%
	Community Support		417	11.1%
	Social Rehabilitation		206	5.5%
	Crisis Services		167	4.4%
	Employment Services		154	4.1%
	Case Management		114	3.0%
	Residential Services		79	2.1%
	ACT		36	1.0%
Addiction				
	Outpatient		138	3.7%
Forensic	МН			
	Forensics Community-based		119	3.2%

Consumer Satisfaction Survey (Based on 434 FY15 Surveys)



Client Demographics

Age	#	%	State Avg	Gender	#	%	State A	wg
18-25	370	13%	15%	Female Female	1,679	60%	4 0)%
26-34	495	18%	24%	Male 📙 📗	1,126	40%	▼ 60)%
35-44	489	18%	19%	Transgender			0)%
45-54	689	25%	23%					
55-64	533	19%	15%					
65+	218	8%	5%	Race	#	%	State A	wg
,				White/Caucasian	2,216	79%	▲ 65	5%
Ethnicity	#	%	State Avg	Other 📙	462	16%	13	3%
Non-Hispanic	2,352	84%	75%	Black/African American	85	3%	▼ 17	7%
Hispanic-Other	225	8%	7%	Asian	21	1%	1	L%
Hisp-Puerto Rican	218	8%	12%	Am. Indian/Native Alaskan	12	0%	0)%
Hispanic-Mexican	8	0%	1%	Unknown	8	0%	3	3%
				Multiple Races	1	0%	1	L%
Hispanic-Cuban	1	0%	0%	Hawaiian/Other Pacific Islander			0)%
Unknown	1	0%	5%	,				
	Unique C	lients	State Avg	▲ > 10% Over State Avg	> 10% L	Inder S	tate Avg	

Addiction Recovery-Dac 545201

United Services Inc.

Addiction - Outpatient - Standard Outpatient

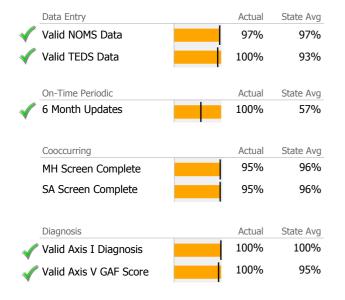
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	90	-36%	•
Admits	31	50	-38%	•
Discharges	31	73	-58%	•
Service Hours	441	503	-12%	•

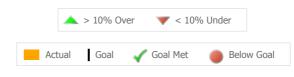
Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 115 Active Standard Outpatient Programs

Addiction Recovery-Wac 545200

United Services Inc.

Addiction - Outpatient - Standard Outpatient

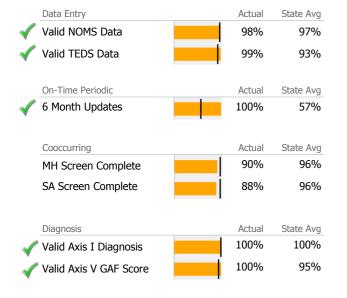
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

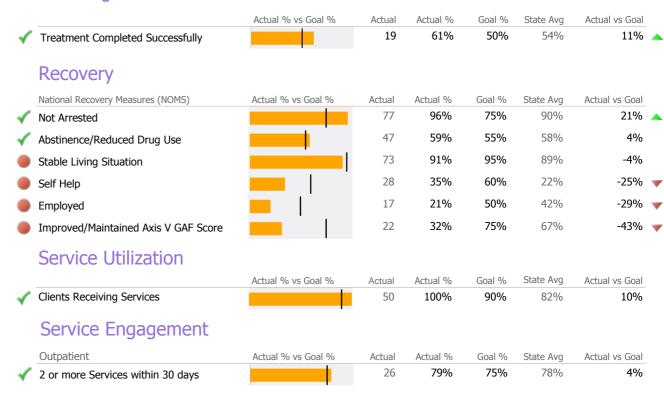
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	80	120	-33%	\blacksquare
Admits	33	57	-42%	•
Discharges	31	72	-57%	•
Service Hours	918	1,133	-19%	•

Data Submission Quality



Discharge Outcomes



		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admission	S										89%
Discharges	S										100%
Services											100%
		1 or m	ore Reco	rds Subr	nitted to	DMHAS	5				



^{*} State Avg based on 115 Active Standard Outpatient Programs

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

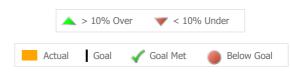
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	86	218	-61%	•
Admits	86	176	-51%	•
Discharges	87	217	-60%	•

Crisis



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
	1 or m	ore Reco	rds Subr	nitted to	DMHAS	5				



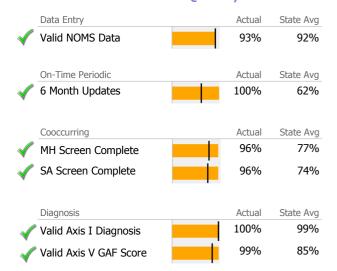
^{*} State Avg based on 25 Active Mobile Crisis Team Programs

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2,337	2,633	-11%	•
Admits	717	849	-16%	•
Discharges	757	1,046	-28%	•
Service Hours	18,535	16,804	10%	

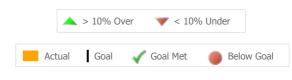
Data Submission Quality



Discharge Outcomes







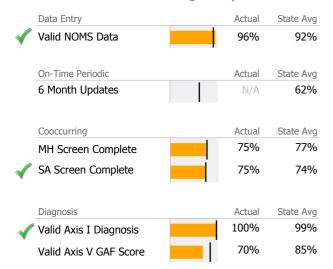
^{*} State Avg based on 93 Active Standard Outpatient Programs

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10		
Admits	10	-	
Discharges	-	-	
Service Hours	38	_	

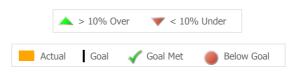
Data Submission Quality



Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully	/	N/A	N/A	50%	42%	N/A	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
√ Social Support		9	90%	60%	69%	30%	_
Stable Living Situation		10	100%	95%	86%	5%	
Employed	•	1	10%	30%	21%	-20%	-
Improved/Maintained Axis V GAF S	Score	N/A	N/A	75%	52%	-75%	-
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		10	100%	90%	84%	10%	
Service Engagemen	t						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		10	100%	75%	65%	25%	_





^{*} State Avg based on 93 Active Standard Outpatient Programs

BHH CHILDREN Program

United Services Inc.

Mental Health - Case Management - Outreach & Engagement

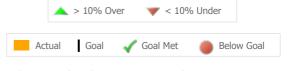
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
	1 or mo	ro Docor	de Subr	nitted to	DMHVC					



^{*} State Avg based on 38 Active Outreach & Engagement Programs

Brick Row 412-253

United Services Inc.

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Goal %

State Avg

Actual vs Goal

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Actual %

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	24	13%	•
Admits	4	-		
Discharges	5	1	400%	•
Service Hours	1,116	924	21%	•

Recovery

National Recovery Measures (NOMS)

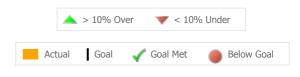
1	Stable Living Situation		27	100%	85%	90%	15%	_
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
1	Clients Receiving Services		22	100%	90%	90%	10%	

Actual % vs Goal %

Data Submission Quality

Data Entry	Actual	State Avg
√ Valid NOMS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	71%





^{*} State Avg based on 54 Active Supportive Housing – Development Programs

Community Support/RP Program

United Services Inc.

Mental Health - Community Support - CSP

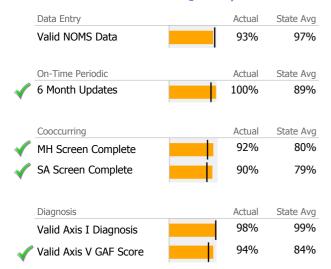
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

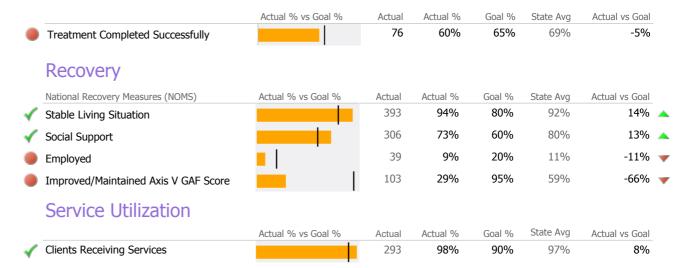
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	417	447	-7%	
Admits	112	100	12%	•
Discharges	127	124	2%	
Service Hours	6,181	6,572	-6%	

Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 40 Active CSP Programs

Gatekeeper Program

United Services Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

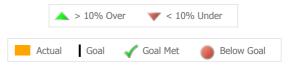
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	40	3%	
Admits	30	32	-6%	
Discharges	27	16	69%	•
Service Hours	144	157	-9%	

Service Engagement



	Jui	Aug	Sep	UCT	INOV	Dec	Jan	reb	Mar	% Months Submitted
Admissions										100%
Discharges										67%
Services										100%
	1 or mo	ore Recor	ds Subm	nitted to	DMHAS					



^{*} State Avg based on 38 Active Outreach & Engagement Programs

Jail Diversion

Discharges

1 or more Records Submitted to DMHAS

Services

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 2015 - March 2016 (Data as of Jun 15, 2016)

Below Goal

Program Activity Service Utilization Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal Variance % Measure Actual 1 Yr Ago Clients Receiving Services 33 97% 90% 45% 7% 18 Unique Clients 119 561% Admits 102 18 467% 🔺 88 7 1157% Discharges Service Hours 226 Jail Diversion Actual % vs Goal % Goal % Actual Actual % State Avg Actual vs Goal Follow-up Service within 48 hours 28 56% 0% 19% 56% Data Submitted to DMHAS by Month Sep Nov Dec Feb Mar % Months Submitted > 10% Over < 10% Under</p> Admissions 100% 100%

33%

Actual

Goal

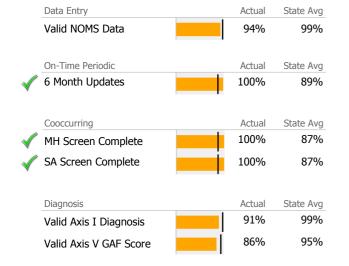
* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

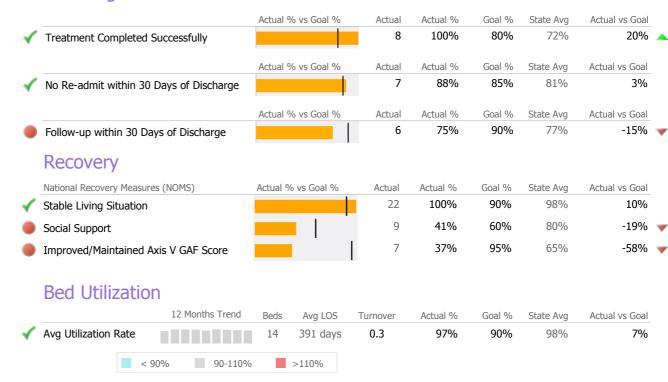
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	26	-15%	•
Admits	9	14	-36%	•
Discharges	8	13	-38%	•
Bed Days	3,739	3,493	7%	

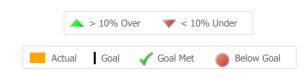
Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 24 Active Group Home Programs

Mobile Crisis After Hours-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 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	63	43%	•
Admits	119	76	57%	•
Discharges	121	75	61%	•

Crisis



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
	1 or mo	ore Recor	ds Subn	nitted to	DMHAS	5				



^{*} State Avg based on 25 Active Mobile Crisis Team Programs

Next Step Supportive Hsg412551

United Services Inc.

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Goal %

State Avg

Actual vs Goal

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Actual %

Actual

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	•
Admits	2	-		
Discharges	1	-		
Service Hours	200	187	7%	

Recovery

National Recovery Measures (NOMS)

1	Stable Living Situation		9	90%	85%	80%	5%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
1	Clients Receiving Services		9	100%	90%	94%	10%

Actual % vs Goal %

Data Submission Quality

Data Entry	A	Actual	State Avg
Valid NOMS Data		96%	98%
On-Time Periodic	A	Actual	State Avg
√ 6 Month Updates	1	00%	81%





^{*} State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Northeast Apts/Passages412-252

United Services Inc.

Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

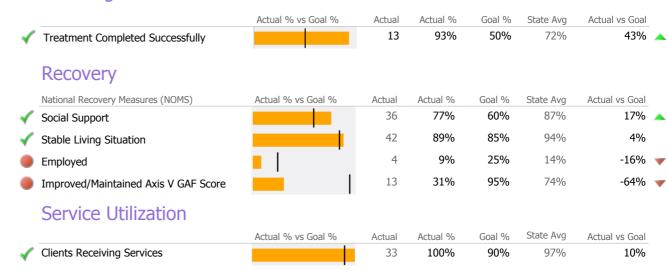
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	62	-26%	\blacksquare
Admits	10	6	67%	•
Discharges	14	15	-7%	
Service Hours	1,380	1,844	-25%	•

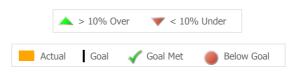
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	90%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
√ Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	96%	97%

Discharge Outcomes



Date	Jul	Jul	Aug	Sep	Oc		Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions												78%
Discharges												67%
Services												100%
	1 (or mo	re Recor	ds Sul	mitted	to [OMHA	S				



^{*} State Avg based on 51 Active Residential Support Programs

Shelter Outreach CM 412-220

United Services Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

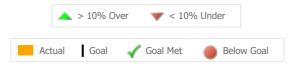
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	30	-3%
Admits	12	11	9%
Discharges	12	12	0%
Service Hours	278	279	0%

Service Engagement



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										67%
Discharges										44%
Services										100%
	1 or mo	ore Recoi	rds Subn	nitted to	DMHAS					



^{*} State Avg based on 38 Active Outreach & Engagement Programs

Social Rehab 412-280

United Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

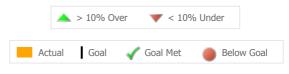
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	206	195	6%	
Admits	41	24	71%	•
Discharges	33	43	-23%	•
Service Hours	1,988	909	119%	•
Social Rehab/PHP/IOP Days	0	0		

Service Utilization



	Jı	ıl Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	5 <u> </u>									100%
Discharges										78%
Services										100%
	1 or	more Rec	ords Sub	mitted t	o DMHAS	5				



^{*} State Avg based on 39 Active Social Rehabilitation Programs

Stepping Stone SupApts 412-251

United Services Inc.

Mental Health - Residential Services - Residential Support

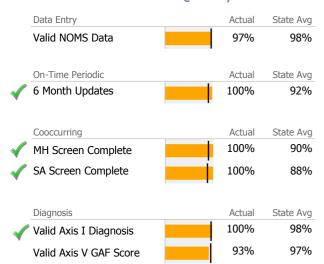
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

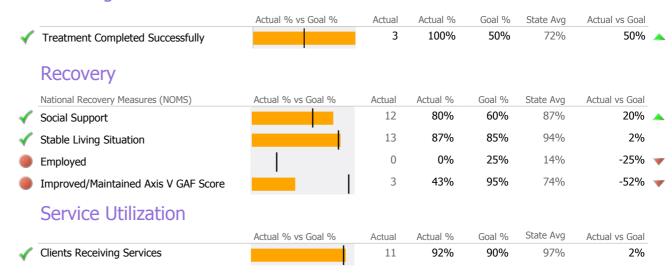
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	13	15%	•
Admits	8	2	300%	•
Discharges	3	5	-40%	•
Service Hours	314	472	-34%	•

Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 51 Active Residential Support Programs

Work Services 412-270

United Services Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	154	147	5%	
Admits	82	63	30%	•
Discharges	70	67	4%	
Service Hours	2,286	2,168	5%	

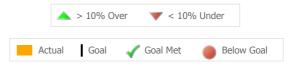
Recovery



Data Submission Quality

Data Entry	Actu	al State Avg
Valid NOMS Data	959	% 96%
On-Time Periodic	Actu	al State Avg
√ 6 Month Updates	1000	% 91%

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%
	1 or mo	ore Recor	ds Subm	nitted to	DMHAS					



^{*} State Avg based on 40 Active Employment Services Programs

YAS Storrs

United Services Inc.

Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Goal %

60%

State Avg

65%

Actual vs Goal

N/A

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

N/A

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	88%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	81%
SA Screen Complete	N/A	80%

Discharge Outcomes

Treatment Completed Successfully

,							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		N/A	N/A	25%	8%	-25%	V
Improved/Maintained Axis V GAF Score		N/A	N/A	95%	70%	-95%	V
Social Support		N/A	N/A	60%	88%	-60%	_
Stable Living Situation		N/A	N/A	95%	97%	-95%	_

N/A

Actual % vs Goal %

Data Submitted to DMHAS by Month

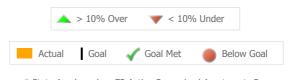
Admissions

Discharges

Oct Nov Dec Jan Feb Mar % Months Submitted

O%

O%



^{*} State Avg based on 73 Active Supervised Apartments Programs

YAS TLH

United Services Inc.

Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Goal %

60%

State Avg

65%

Actual vs Goal

N/A

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

N/A

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	88%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	81%
SA Screen Complete	N/A	80%

Discharge Outcomes

Treatment Completed Successfully

Treatment completed Successfully		,	,			,	
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Actual 70 vs Godi 70	Actual	ACLUAI 70	GUal 70	State Avy	Actual VS Goal	
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		N/A	N/A	25%	8%	-25%	_
Improved/Maintained Axis V GAF Score		N/A	N/A	95%	70%	-95%	V
Social Support		N/A	N/A	60%	88%	-60%	_
Stable Living Situation		N/A	N/A	95%	97%	-95%	_

N/A

Actual % vs Goal %

Data Submitted to DMHAS by Month

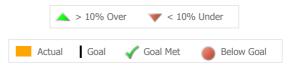
Admissions

Discharges

Oct Nov Dec Jan Feb Mar % Months Submitted

0%

1 or more Records Submitted to DMHAS



^{*} State Avg based on 73 Active Supervised Apartments Programs

Young Adult Services 412382

United Services Inc.

Data Entry

Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

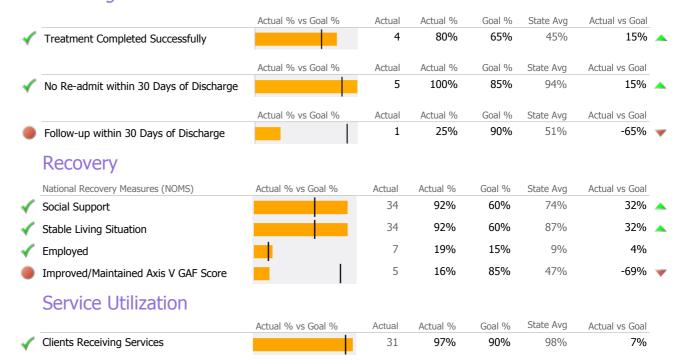
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	40	-10%	
Admits	10	11	-9%	
Discharges	5	15	-67%	•
Service Hours	9,636	8,670	11%	•

Data Submission Quality

Data Littiy	7100001	State 7119
Valid NOMS Data	95%	96%
On-Time Periodic	Actual	State Avg
√ 6 Month Updates	100%	74%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	80%
✓ SA Screen Complete	100%	76%
Diagnosis	Actual	State Avg
√ Valid Axis I Diagnosis	100%	100%
√ Valid Axis V GAF Score	100%	76%

Discharge Outcomes

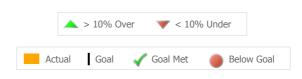


Data Submitted to DMHAS by Month



Actual

State Avg



^{*} State Avg based on 10 Active Assertive Community Treatment Programs