Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Provider Activity

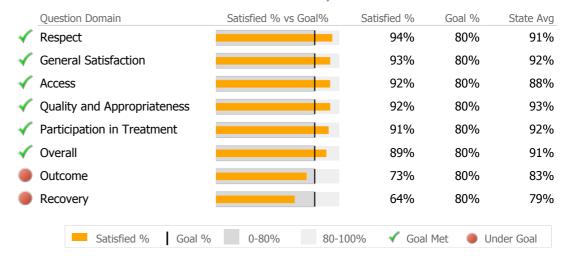




Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental He	alth		
	Outpatient	1,903	64.7%
	Community Support	342	11.6%
	Social Rehabilitation	179	6.1%
	Employment Services	107	3.6%
	Case Management	80	2.7%
	Crisis Services	75	2.6%
	Residential Services	64	2.2%
	ACT	31	1.1%
Addiction			
	Outpatient	105	3.6%
Forensic M	1H		
F	orensics Community-based	53	1.8%

Consumer Satisfaction Survey (Based on 434 FY15 Surveys)



Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	238	11%	13%	Female	1,372	61%	
26-34	372	17%	22%	Male	865	39%	
35-44	404	18%	19%				
45-54	577	26%	24%				
55-64	463	21%	17%	Race	#	%	State Avg
65+	183	8%	5%	White/Caucasian	1,765	79%	66%
•				Other	376	17%	13%
Ethnicity	#	%	State Avg	Black/African American	63	3%	▼ 16%
Non-Hispanic	1,871	84%	75%	Asian	19	1%	1%
Hispanic-Other	186	8%	6%	Am. Indian/Native Alaskan	8	0%	0%
Hisp-Puerto Rican	174	8%	12%	Unknown	5	0%	3%
Hispanic-Mexican	5	0%	1%	Multiple Races	1	0%	1%
Hispanic-Cuban	1	0%	0%	Hawaiian/Other Pacific Islander			0%
•	1	0 70					
Unknown			5%				
	Jnique C	lients	State Avg	▲ > 10% Over State Avg	7 > 10% ∪	Inder S	tate Avg

Addiction Recovery-Dac 545201

United Services Inc.

Addiction - Outpatient - Standard Outpatient

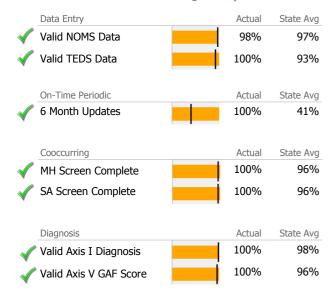
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

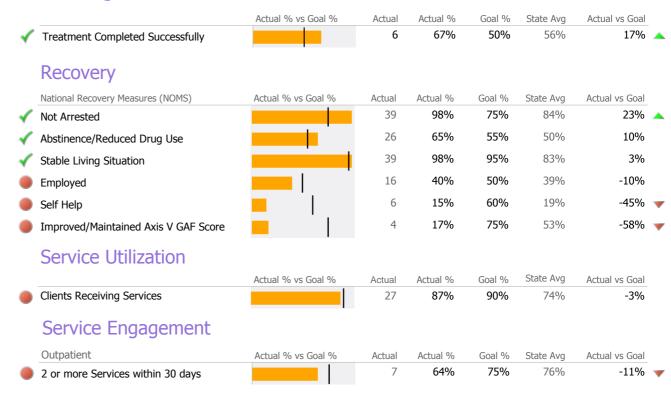
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	40	69	-42%	•
Admits	11	23	-52%	•
Discharges	9	27	-67%	•
Service Hours	161	218	-26%	•

Data Submission Quality



Data Submitted to DMHAS by Month

		Jul	Aug	Sep	% Months Submitted
Admissions					100%
Discharges					100%
Services					100%
	1	or mo	ore Record	ls Sub	mitted to DMHAS





^{*} State Avg based on 116 Active Standard Outpatient Programs

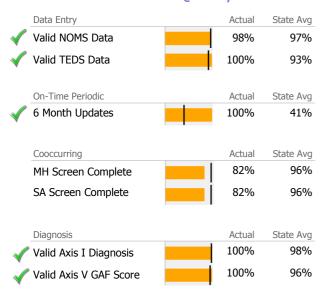
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

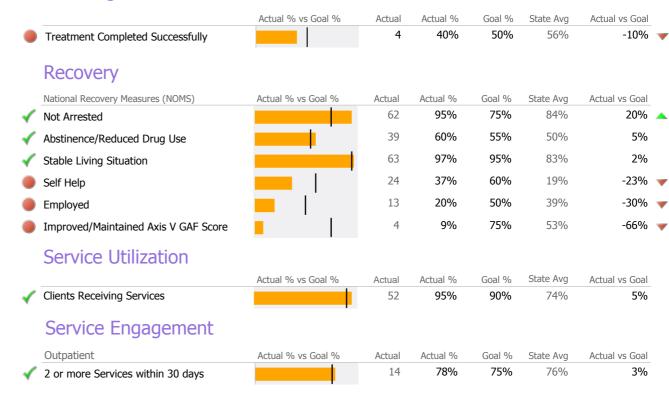
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	86	-24%	•
Admits	18	20	-10%	
Discharges	10	26	-62%	•
Service Hours	301	439	-31%	•

Data Submission Quality



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted	
Admissions				100%	
Discharges				100%	
Services				100%	
	1 or m	ore Record	ls Sub	mitted to DMHAS	





^{*} State Avg based on 116 Active Standard Outpatient Programs

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

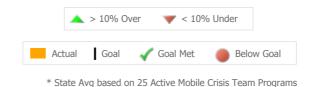
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	147	-71%	•
Admits	38	98	-61%	•
Discharges	36	129	-72%	•

Crisis







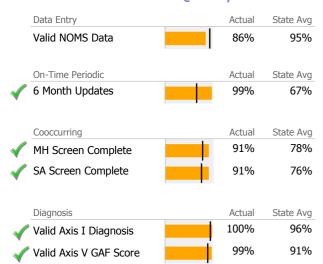
United Services Inc.

Mental Health - Outpatient - Standard Outpatient

Program Activity

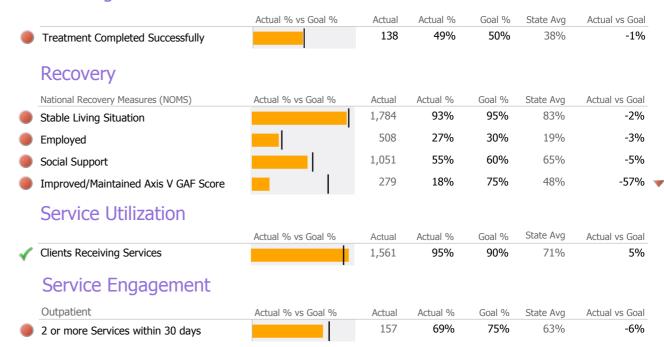
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,903	2,153	-12%	•
Admits	230	275	-16%	•
Discharges	283	327	-13%	•
Service Hours	5,833	6,227	-6%	

Data Submission Quality



Data Submitted to DMHAS by Month

Data	Ju.	Jul	Aug	Sep	% Months Submitted	J. 1 C
Admissions					100%	
Discharges					100%	
Services					100%	
	1	or moi	re Record	s Sub	omitted to DMHAS	





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

BHH ADULT NAE

United Services Inc.

Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

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

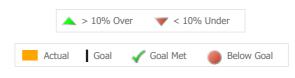
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	67%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
	1 or mo	re Recor	rds Subr	mitted to DMHAS

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		N/A	N/A	50%	38%	N/A	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		N/A	N/A	30%	19%	-30%	_
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75%	•
Social Support		N/A	N/A	60%	65%	-60%	_
Stable Living Situation	·	N/A	N/A	95%	83%	-95%	_
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		N/A	N/A	90%	71%	N/A	_



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

BHH CHILDREN Program

United Services Inc.

Mental Health - Case Management - Outreach & Engagement

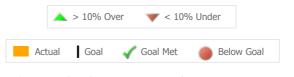
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

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

	Jul	Aug	Sep	% Months Submitted		
Admissions				0%		
Discharges				0%		
1 or more Records Submitted to DMHAS						



^{*} 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

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	24	0%
Admits	1	-	
Discharges	2	-	
Service Hours	265	295	-10%

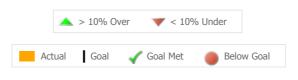
Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
√	Stable Living Situation		23	96%	85%	90%	11%	_
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		22	100%	90%	85%	10%	

Data Submission Quality

	Data Entry	Actual	State Avg
1	Valid NOMS Data	98%	98%
	On-Time Periodic	Actual	State Avg
	6 Month Updates	95%	69%

	Jul	Aug	Sep	% Months Submitted				
Admissions				33%				
Discharges				67%				
Services				100%				
	1 or more Records Submitted to DMHAS							



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

Community Support/RP Program

United Services Inc.

Mental Health - Community Support - CSP

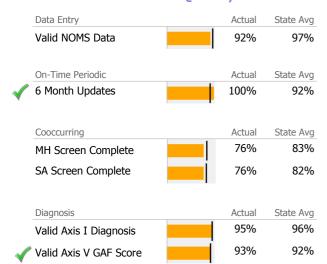
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

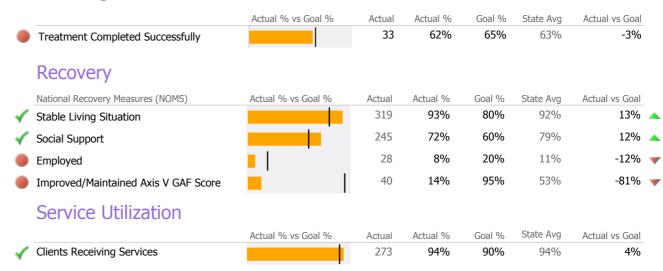
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	342	394	-13%	•
Admits	37	43	-14%	•
Discharges	53	32	66%	•
Service Hours	2,050	2,272	-10%	

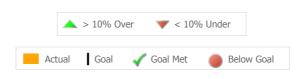
Data Submission Quality



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted	101161		
Admissions				100%			
Discharges				100%			
Services				100%			
1 or more Records Submitted to DMHAS							





^{*} 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	20	-10%
Admits	7	9	-22% ▼
Discharges	1	4	-75% ▼
Service Hours	51	47	9%

Service Engagement



	Jul	Aug	Sep	% Months Submitted			
Admissions				100%			
Discharges				33%			
Services				100%			
	1 or r	1 or more Records Submitted to DMHAS					



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

Jail Diversion

United Services Inc.

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53		
Admits	34	-	
Discharges	26	-	
Service Hours	_	_	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	38%	N/A 🔻

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
√ Follow-up Service within 48 hours		5	29%	0%	17%	29% 🔺



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



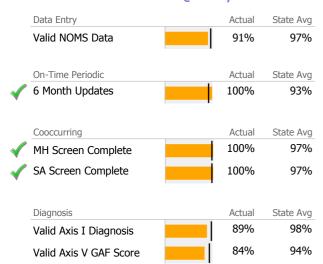
United Services Inc.

Mental Health - Residential Services - Group Home

Program Activity

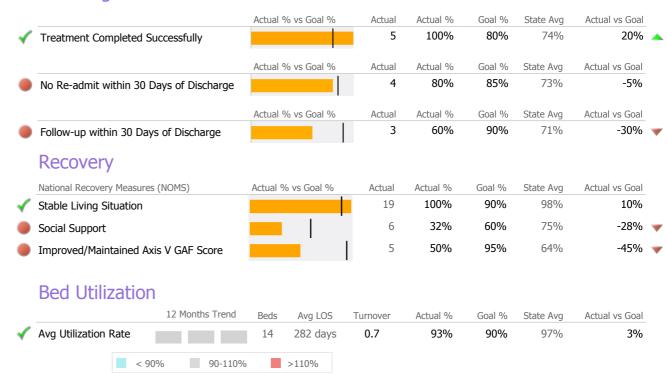
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	16	19%	•
Admits	6	4	50%	•
Discharges	5	3	67%	•
Bed Days	1,192	1,187	0%	

Data Submission Quality



Data Submitted to DMHAS by Month







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

Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

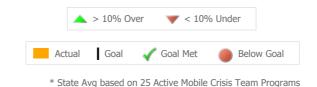
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	18	89%	•
Admits	36	18	100%	•
Discharges	36	18	100%	•

Crisis







Next Step Supportive Hsg412551

United Services Inc.

Mental Health - Case Management - Supportive Housing - Scattered Site

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	•
Admits	-	-		
Discharges	-	-		
Service Hours	49	67	-26%	•

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
√	Stable Living Situation		7	88%	85%	82%	3%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Clients Receiving Services		7	88%	90%	86%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
√ Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	80%

		Jul	Aug	Sep	% Months Submitted		
Admissions	6				0%		
Discharges	;				0%		
Services					100%		
	1 or more Records Submitted to DMHAS						



^{*} State Avg based on 70 Active Supportive Housing – Scattered Site Programs

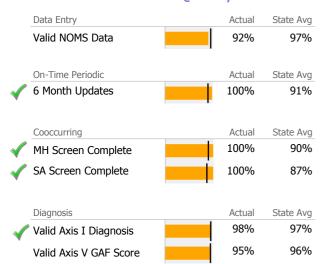
Mental Health - Residential Services - Residential Support

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

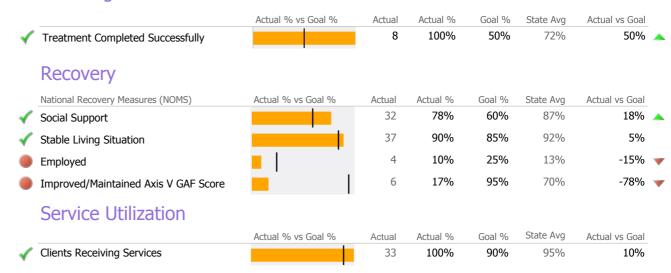
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	58	-29%	•
Admits	4	1	300%	•
Discharges	8	5	60%	•
Service Hours	496	723	-31%	•

Data Submission Quality



Data Submitted to DMHAS by Month

	Jı	ıl Aug	g Sep	% Months Submitted	
Admissions				100%	
Discharges				67%	
Services				100%	
	1 or	more Re	cords Sub	omitted to DMHAS	





^{*} 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	22	5%	
Admits	5	2	150%	•
Discharges	2	7	-71%	•
Service Hours	108	88	23%	•

Service Engagement



		Jul	Aug	Sep	% Months Submitted
Admissions					100%
Discharges					33%
Services					100%
	1	or mo	ore Record	ds Subr	mitted 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 - September 2015 (Data as of Jan 05, 2016)

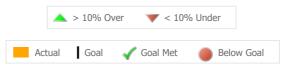
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	179	179	0%	
Admits	14	7	100% 🔺	
Discharges	14	27	-48% ▼	
Service Hours	852	300	184% 🔺	
Social Rehab/PHP/IOP Days	0	0		

Service Utilization



Data	Jul	Aug	Sep	% Months Submitted	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
Admissions				100%			
Discharges				67%			
Services				100%			
1 or more Records Submitted to DMHAS							



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

Mental Health - Residential Services - Residential Support

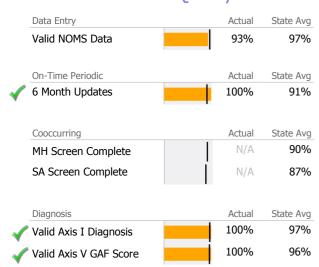
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

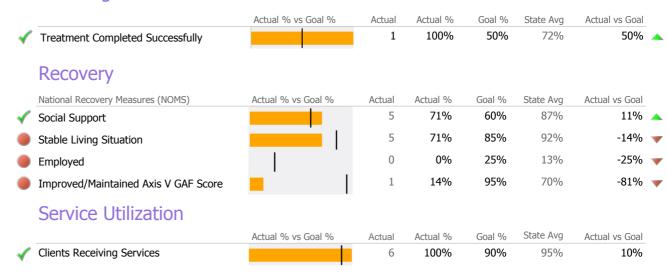
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	12	-42%	•
Admits	-	1	-100%	•
Discharges	1	1	0%	
Service Hours	90	168	-47%	•

Data Submission Quality



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				100%
	1 or mor	re Record	ds Sub	mitted to DMHAS





^{*} 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

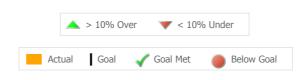
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	107	103	4%	
Admits	28	14	100%	•
Discharges	22	33	-33%	•
Service Hours	816	673	21%	•

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%
On-Time Periodic	Actual	State Avg
√ 6 Month Updates	100%	91%

	Jul	Aug	Sep	% Months Submitted		
Admissions				100%		
Discharges				100%		
Services				100%		
1 or more Records Submitted to DMHAS						

	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
1	Employed		40	37%	35%	43%	2%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
1	Clients Receiving Services		84	99%	90%	92%	9%



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

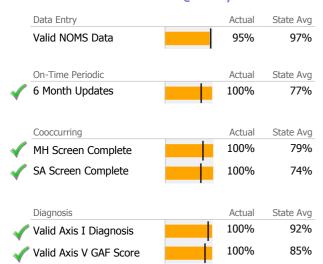
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

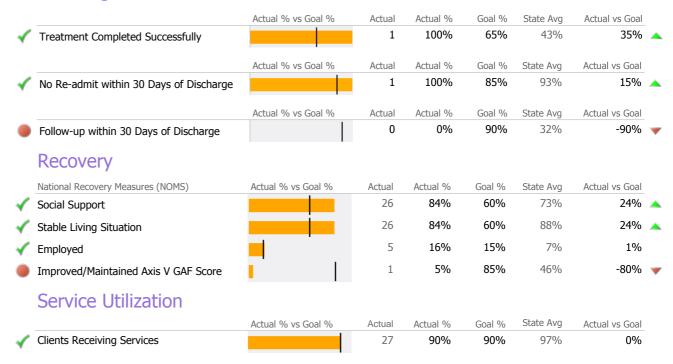
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	33	-6%	
Admits	4	4	0%	
Discharges	1	8	-88%	•
Service Hours	3,226	3,006	7%	

Data Submission Quality



Data Submitted to DMHAS by Month







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