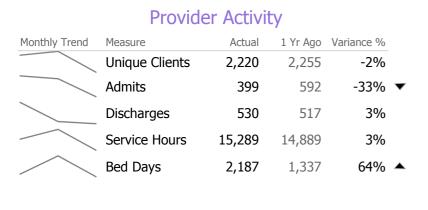**United Services Inc.**
Dayville, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
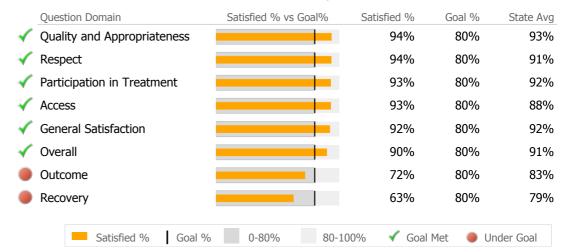Reporting Period: July 2017 - September 2017   (Data as of Dec 13, 2017)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 2,220 | 2,255 | -2% | |
| | Admits | 399 | 592 | -33% | ▼ |
| | Discharges | 530 | 517 | 3% | |
| | Service Hours | 15,289 | 14,889 | 3% | |
| | Bed Days | 2,187 | 1,337 | 64% | ▲ |

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

## Consumer Satisfaction Survey   (Based on 487 FY17 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✓ | Quality and Appropriateness | | 94% | 80% | 93% |
| ✓ | Respect | | 94% | 80% | 91% |
| ✓ | Participation in Treatment | | 93% | 80% | 92% |
| ✓ | Access | | 93% | 80% | 88% |
| ✓ | General Satisfaction | | 92% | 80% | 92% |
| ✓ | Overall | | 90% | 80% | 91% |
| 🔴 | Outcome | | 72% | 80% | 83% |
| 🔴 | Recovery | | 63% | 80% | 79% |

| ▮ Satisfied % | │ Goal % | ▮ 0-80% | ▮ 80-100% | ✓ Goal Met | 🔴 Under Goal |
|---|---|---|---|---|---|

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Mental Health** | | | | |
| | Outpatient | | 1,906 | 65.9% |
| | Community Support | | 393 | 13.6% |
| | Social Rehabilitation | | 165 | 5.7% |
| | Employment Services | | 96 | 3.3% |
| | Case Management | | 51 | 1.8% |
| | Crisis Services | | 51 | 1.8% |
| | Residential Services | | 26 | 0.9% |
| | Consultation | | 24 | 0.8% |
| | ACT | | 23 | 0.8% |
| **Addiction** | | | | |
| | Outpatient | | 108 | 3.7% |
| **Forensic MH** | | | | |
| | Forensics Community-based | | 50 | 1.7% |

## Client Demographics

| Age | | # | % | State Avg |
|---|---|---|---|---|
| 18-25 | | 260 | 12% | 11% |
| 26-34 | | 366 | 16% | 22% |
| 35-44 | | 367 | 17% | 19% |
| 45-54 | | 509 | 23% | 22% |
| 55-64 | | 511 | 23% | 19% |
| 65+ | | 206 | 9% | 6% |

| Gender | | # | % | | State Avg |
|---|---|---|---|---|---|
| Female | | 1,361 | 61% | ▲ | 41% |
| Male | | 859 | 39% | ▼ | 58% |
| Transgender | | | | | 0% |

| Ethnicity | # | % | State Avg |
|---|---|---|---|
| Non-Hispanic | 1,872 | 84% | 74% |
| Hisp-Puerto Rican | 233 | 10% | 13% |
| Hispanic-Other | 92 | 4% | 7% |
| Hispanic-Mexican | 15 | 1% | 1% |
| Unknown | 8 | 0% | 6% |
| Hispanic-Cuban | | | 0% |

| Race | | # | % | | State Avg |
|---|---|---|---|---|---|
| White/Caucasian | | 1,770 | 80% | ▲ | 65% |
| Other | | 351 | 16% | | 13% |
| Black/African American | | 61 | 3% | ▼ | 16% |
| Asian | | 18 | 1% | | 1% |
| Am. Indian/Native Alaskan | | 13 | 1% | | 1% |
| Unknown | | 6 | 0% | | 3% |
| Multiple Races | | 1 | 0% | | 1% |
| Hawaiian/Other Pacific Islander | | | | | 0% |

| ▮ Unique Clients | │ State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg |
|---|---|---|---|

**ABI Consultation Services**
United Services Inc.
Mental Health - Consultation - Consultation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 24 | 7 | 243% | ▲ |
| Admits | 3 | 2 | 50% | ▲ |
| Discharges | 1 | - | | |
| Service Hours | 45 | - | | |

## 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 8 Active Consultation Programs

**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 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 36 | 39 | -8% | |
| Admits | 14 | 13 | 8% | |
| Discharges | 4 | 13 | -69% | ▼ |
| Service Hours | 109 | 117 | -7% | |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid NOMS Data | 98% | 95% |
| ✓ | Valid TEDS Data | 99% | 92% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ | 6 Month Updates | 100% | 34% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✓ | MH Screen Complete | 100% | 99% |
| ✓ | SA Screen Complete | 100% | 99% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid Axis I Diagnosis | 100% | 100% |
| ✓ | Valid Axis V GAF Score | 100% | 95% |

## Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Treatment Completed Successfully | | 3 | 75% | 50% | 55% | 25% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Not Arrested | | 36 | 97% | 75% | 82% | 22% | ▲ |
| ✓ | Stable Living Situation | | 36 | 97% | 95% | 82% | 2% | |
| ● | Abstinence/Reduced Drug Use | | 20 | 54% | 55% | 52% | -1% | |
| ● | Employed | | 14 | 38% | 50% | 39% | -12% | ▼ |
| ● | Self Help | | 6 | 16% | 60% | 33% | -44% | ▼ |
| ● | Improved/Maintained Axis V GAF Score | | 11 | 69% | 75% | 49% | -6% | |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 31 | 94% | 90% | 60% | 4% |

## Service Engagement

| Outpatient | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | 2 or more Services within 30 days | | 10 | 77% | 75% | 74% | 2% |

▲ > 10% Over    ▼ < 10% Under

| ☐ Actual | | Goal | ✓ Goal Met | ● Below Goal |
|---|---|---|---|---|

* State Avg based on 113 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 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 73 | 60 | 22% | ▲ |
| Admits | 14 | 12 | 17% | ▲ |
| Discharges | 13 | 7 | 86% | ▲ |
| Service Hours | 315 | 360 | -12% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 98% | 95% |
| ✓ Valid TEDS Data | | 100% | 92% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 34% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✓ MH Screen Complete | | 100% | 99% |
| ✓ SA Screen Complete | | 100% | 99% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 100% | 100% |
| ✓ Valid Axis V GAF Score | | 100% | 95% |

## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Treatment Completed Successfully | | 3 | 23% | 50% | 55% | -27% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Not Arrested | | 73 | 100% | 75% | 82% | 25% | ▲ |
| 🔴 | Abstinence/Reduced Drug Use | | 38 | 52% | 55% | 52% | -3% | |
| 🔴 | Stable Living Situation | | 66 | 90% | 95% | 82% | -5% | |
| ✓ | Improved/Maintained Axis V GAF Score | | 45 | 87% | 75% | 49% | 12% | ▲ |
| 🔴 | Employed | | 17 | 23% | 50% | 39% | -27% | ▼ |
| 🔴 | Self Help | | 22 | 30% | 60% | 33% | -30% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| 🔴 | Clients Receiving Services | | 53 | 88% | 90% | 60% | -2% |

## Service Engagement

| Outpatient | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | 2 or more Services within 30 days | | 8 | 57% | 75% | 74% | -18% | ▼ |

▲ > 10% Over    ▼ < 10% Under

🟧 Actual   | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

**Adult Mobile Crisis 412-200**
United Services Inc.
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 23 | 20 | 15% | ▲ |
| Admits | 22 | 20 | 10% | |
| Discharges | 22 | 19 | 16% | ▲ |

## Crisis

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Evaluation within 1.5 hours of Request | | 18 | 95% | 75% | 69% | 20% | ▲ |
| 🔴 | Community Location Evaluation | | 1 | 5% | 80% | 77% | -75% | ▼ |
| ✔ | Follow-up Service within 48 hours | | 7 | 100% | 90% | 58% | 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

**Adult OP Svs -Dayville MH**
United Services Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 978 | 595 | 64% | ▲ |
| Admits | 92 | 56 | 64% | ▲ |
| Discharges | 131 | - | | |
| Service Hours | 2,954 | - | | |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 98% | 93% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 70% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 97% | 84% |
| ✔ SA Screen Complete | | 97% | 81% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 100% | 96% |
| ✔ Valid Axis V GAF Score | | 100% | 88% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | 100% |
| Discharges | ▢ | ▢ | ▢ | 100% |
| Services | | | ▢ | 33% |

▢ 1 or more Records Submitted to DMHAS

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ● Treatment Completed Successfully | | 34 | 26% | 50% | 40% | -24% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 877 | 89% | 60% | 67% | 29% | ▲ |
| ✔ Employed | | 313 | 32% | 30% | 21% | 2% | |
| ✔ Stable Living Situation | | 949 | 96% | 95% | 83% | 1% | |
| ● Improved/Maintained Axis V GAF Score | | 559 | 69% | 75% | 43% | -6% | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 808 | 95% | 90% | 78% | 5% |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ● 2 or more Services within 30 days | | 65 | 71% | 75% | 67% | -4% |

▲ > 10% Over    ▼ < 10% Under

▬ Actual   | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

**Adult Outpatient Svs - Willimantic**
United Services Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 898 | 1,920 | -53% | ▼ |
| Admits | 84 | 269 | -69% | ▼ |
| Discharges | 100 | 249 | -60% | ▼ |
| Service Hours | 3,055 | 6,652 | -54% | ▼ |

## Data Submission Quality

| Data Entry | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 98% | 93% |

| On-Time Periodic | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 70% |

| Cooccurring | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 96% | 84% |
| ✔ SA Screen Complete | | 96% | 81% |

| Diagnosis | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 100% | 96% |
| ✔ Valid Axis V GAF Score | | 100% | 88% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | 100% |
| Discharges | ▢ | ▢ | ▢ | 100% |
| Services | ▢ | | ▢ | 67% |

▢ 1 or more Records Submitted to DMHAS

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 30 | 30% | 50% | 40% | -20% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 840 | 93% | 60% | 67% | 33% | ▲ |
| ✔ Stable Living Situation | | 854 | 95% | 95% | 83% | 0% | |
| 🔴 Employed | | 247 | 27% | 30% | 21% | -3% | |
| 🔴 Improved/Maintained Axis V GAF Score | | 480 | 63% | 75% | 43% | -12% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 739 | 92% | 90% | 78% | 2% |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 2 or more Services within 30 days | | 57 | 68% | 75% | 67% | -7% |

▲ > 10% Over    ▼ < 10% Under

▮ Actual    | Goal    ✔ Goal Met    🔴 Below Goal

* 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 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 51 | 29 | 76% | ▲ |
| Admits | 7 | 8 | -13% | ▼ |
| Discharges | - | 1 | -100% | ▼ |
| Service Hours | 172 | 91 | 88% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 93% | 93% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 70% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✓ MH Screen Complete | | 86% | 84% |
| SA Screen Complete | | 71% | 81% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 98% | 96% |
| Valid Axis V GAF Score | | 86% | 88% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 100% |
| Discharges | | | | 0% |
| Services | | | | 67% |

1 or more Records Submitted to DMHAS

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| Treatment Completed Successfully | | N/A | N/A | 50% | 40% | N/A |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Social Support | | 43 | 84% | 60% | 67% | 24% ▲ |
| ✓ Stable Living Situation | | 49 | 96% | 95% | 83% | 1% |
| 🔴 Employed | | 12 | 24% | 30% | 21% | -6% |
| 🔴 Improved/Maintained Axis V GAF Score | | 9 | 22% | 75% | 43% | -53% ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 47 | 92% | 90% | 78% | 2% |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ 2 or more Services within 30 days | | 7 | 100% | 75% | 67% | 25% ▲ |

▲ > 10% Over    ▼ < 10% Under

| 🟧 Actual | | Goal | ✓ Goal Met | 🔴 Below Goal |

* 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
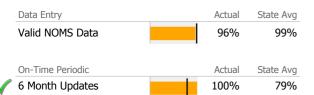Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 1 | | |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | 3 | - | |

## Service Engagement

| Homeless Outreach | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 at least 1 Service within 180 days | | 0 | 0% | 50% | 92% | -50% ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 0% |
| Discharges | | | | 0% |
| Services | ▢ | ▢ | | 67% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

▢ Actual    | Goal    ✓ Goal Met    🔴 Below Goal

* State Avg based on 39 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 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 23 | 23 | 0% |
| Admits | - | 1 | -100% ▼ |
| Discharges | - | - | |
| Service Hours | 265 | 246 | 7% |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 23 | 100% | 85% | 89% | 15% ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 22 | 96% | 90% | 89% | 6% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 96% | 99% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 79% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 0% |
| Discharges | | | | 0% |
| Services | ▢ | ▢ | | 67% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over      ▼ < 10% Under

▢ Actual   | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

**Community Support Dayville -373Z**
United Services Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 166 | 94 | 77% | ▲ |
| Admits | 40 | 9 | 344% | ▲ |
| Discharges | 17 | - | | |
| Service Hours | 1,228 | - | | |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Treatment Completed Successfully | | 3 | 18% | 65% | 65% | -47% | ▼ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Social Support | | 146 | 88% | 60% | 82% | 28% | ▲ |
| ✔ | Stable Living Situation | | 159 | 96% | 80% | 93% | 16% | ▲ |
| 🔴 | Employed | | 12 | 7% | 20% | 12% | -13% | ▼ |
| 🔴 | Improved/Maintained Axis V GAF Score | | 77 | 63% | 65% | 58% | -2% | |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 96% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 92% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 92% | 84% |
| ✔ SA Screen Complete | | 92% | 83% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 98% | 98% |
| ✔ Valid Axis V GAF Score | | 95% | 95% |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✔ | Clients Receiving Services | | 148 | 99% | 90% | 98% | 9% |

## Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

🟧 Actual    | Goal    ✔ Goal Met    🔴 Below Goal

* State Avg based on 48 Active CSP Programs

**Community Support/RP Program 373X**
United Services Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 227 | 338 | -33% | ▼ |
| Admits | 35 | 44 | -20% | ▼ |
| Discharges | 22 | 37 | -41% | ▼ |
| Service Hours | 2,424 | 2,379 | 2% | |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 97% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 99% | 92% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | 74% | 84% |
| SA Screen Complete | | 74% | 83% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 100% | 98% |
| ✓ Valid Axis V GAF Score | | 98% | 95% |

## Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ● Treatment Completed Successfully | | 9 | 41% | 65% | 65% | -24% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Social Support | | 214 | 94% | 60% | 82% | 34% | ▲ |
| ✓ Stable Living Situation | | 213 | 94% | 80% | 93% | 14% | ▲ |
| ● Employed | | 26 | 11% | 20% | 12% | -9% | |
| ● Improved/Maintained Axis V GAF Score | | 107 | 62% | 65% | 58% | -3% | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 202 | 99% | 90% | 98% | 9% |

▲ > 10% Over   ▼ < 10% Under

▮ Actual   | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 48 Active CSP Programs

**Employment Services - Willimantic**
United Services Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
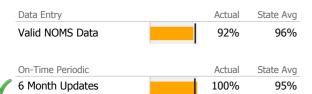Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 49 | 12 | 308% | ▲ |
| Admits | 15 | 4 | 275% | ▲ |
| Discharges | 9 | - | | |
| Service Hours | 405 | - | | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Employed | | 24 | 49% | 35% | 44% | 14% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 38 | 95% | 90% | 94% | 5% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 92% | 96% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 95% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | 100% |
| Discharges | | ▢ | ▢ | 67% |
| Services | | | ▢ | 33% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over      ▼ < 10% Under

🟧 Actual   | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 41 Active Employment Services 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 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 50 | 79 | -37% | ▼ |
| Admits | 16 | 36 | -56% | ▼ |
| Discharges | - | 27 | -100% | ▼ |
| Service Hours | 104 | 95 | 10% | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Clients Receiving Services | | 41 | 82% | 90% | 43% | -8% |

## Jail Diversion

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Follow-up Service within 48 hours | | 12 | 12% | 0% | 2% | 12% ▲ |

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ▮ Actual | ❘ Goal | ✔ Goal Met | 🔴 Below Goal |
|---|---|---|---|

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

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | ▮ | ▮ | ▮ | 100% |
| Discharges | | | | 0% |
| Services | ▮ | ▮ | ▮ | 100% |

▮ 1 or more Records Submitted to DMHAS

**Milner House 412-240**
United Services Inc.
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 16 | 24 | -33% | ▼ |
| Admits | 1 | 10 | -90% | ▼ |
| Discharges | 2 | 11 | -82% | ▼ |
| Bed Days | 1,267 | 1,061 | 19% | ▲ |

## Data Submission Quality

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

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 82% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✓ MH Screen Complete | | 100% | 90% |
| ✓ SA Screen Complete | | 100% | 90% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 100% | 100% |
| ✓ Valid Axis V GAF Score | | 100% | 99% |

## Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Treatment Completed Successfully | | 2 | 100% | 80% | 90% | 20% | ▲ |
| ✓ | No Re-admit within 30 Days of Discharge | | 2 | 100% | 85% | 100% | 15% | ▲ |
| ● | Follow-up within 30 Days of Discharge | | 1 | 50% | 90% | 84% | -40% | ▼ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 13 | 81% | 60% | 85% | 21% | ▲ |
| ✓ | Stable Living Situation | | 16 | 100% | 90% | 99% | 10% | |
| ✓ | Improved/Maintained Axis V GAF Score | | 10 | 100% | 95% | 62% | 5% | |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|---|
| ✓ | Avg Utilization Rate | | 14 | 221 days | 0.9 | 98% | 90% | 96% | 8% |

☐ < 90%   ☐ 90-110%   ☐ >110%

▲ > 10% Over    ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

* 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 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 31 | 42 | -26% | ▼ |
| Admits | 35 | 52 | -33% | ▼ |
| Discharges | 35 | 51 | -31% | ▼ |

## Crisis

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Evaluation within 1.5 hours of Request | | 37 | 95% | 75% | 69% | 20% | ▲ |
| ✔ | Community Location Evaluation | | 38 | 97% | 80% | 77% | 17% | ▲ |
| ✔ | Follow-up Service within 48 hours | | 4 | 100% | 90% | 58% | 10% | |

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ▮ Actual | ▎Goal | ✔ Goal Met | ⬤ Below Goal |
|---|---|---|---|

\* State Avg based on 25 Active Mobile Crisis Team Programs

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 100% |
| Discharges | | | | 100% |

| ▢ 1 or more Records Submitted to DMHAS |
|---|

**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 2017 - September 2017  (Data as of Dec 13, 2017)
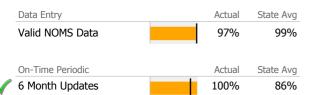
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 9 | 10 | -10% | |
| Admits | - | 1 | -100% | ▼ |
| Discharges | - | - | | |
| Service Hours | 41 | 59 | -30% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 8 | 89% | 85% | 87% | 4% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Clients Receiving Services | | 8 | 89% | 90% | 92% | -1% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 97% | 99% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 86% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 0% |
| Discharges | | | | 0% |
| Services | | | | 67% |

[ ] 1 or more Records Submitted to DMHAS

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| Actual | | Goal | ✓ Goal Met | 🔴 Below Goal |
|---|---|---|---|---|

* State Avg based on 69 Active Supportive Housing – Scattered Site 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 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 18 | 24 | -25% | ▼ |
| Admits | 4 | 3 | 33% | ▲ |
| Discharges | 3 | 6 | -50% | ▼ |
| Service Hours | 132 | 126 | 5% | |

## Service Engagement

| Homeless Outreach | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ at least 1 Service within 180 days | | 4 | 100% | 50% | 92% | 50% | ▲ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | ▢ | | 33% |
| Discharges | ▢ | ▢ | | 67% |
| Services | ▢ | | ▢ | 67% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

▮ Actual    | Goal    ✔ Goal Met    ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs
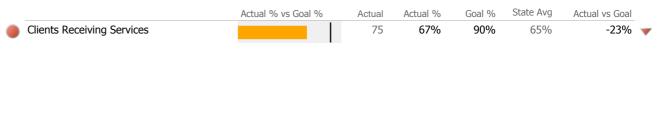
**Social Club - Willimantic**
United Services Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 115 | 78 | 47% | ▲ |
| Admits | 6 | 6 | 0% | |
| Discharges | 3 | - | | |
| Service Hours | 617 | - | | |
| Social Rehab/PHP/IOP Days | 0 | 0 | | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Clients Receiving Services | | 75 | 67% | 90% | 65% | -23% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | ▢ | ▢ | | 67% |
| Discharges | ▢ | ▢ | ▢ | 100% |
| Services | | | ▢ | 33% |

▢ 1 or more Records Submitted to DMHAS

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| 🟧 Actual | ❘ Goal | ✔ Goal Met | 🔴 Below Goal |
|---|---|---|---|

* State Avg based on 36 Active Social Rehabilitation 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
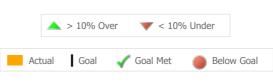Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 160 | 198 | -19% | ▼ |
| Admits | 3 | 12 | -75% | ▼ |
| Discharges | 113 | 58 | 95% | ▲ |
| Service Hours | 424 | 556 | -24% | ▼ |
| Social Rehab/PHP/IOP Days | 0 | 0 | | |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Clients Receiving Services | | 22 | 46% | 90% | 65% | -44% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | ▪ | ▪ | | 67% |
| Discharges | ▪ | ▪ | | 67% |
| Services | ▪ | | ▪ | 67% |

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over      ▼ < 10% Under

▪ Actual  | Goal  ✓ Goal Met  🔴 Below Goal

\* State Avg based on 36 Active Social Rehabilitation 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 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 83 | 105 | -21% | ▼ |
| Admits | 5 | 28 | -82% | ▼ |
| Discharges | 52 | 25 | 108% | ▲ |
| Service Hours | 392 | 751 | -48% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Employed | | 38 | 46% | 35% | 44% | 11% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 30 | 97% | 90% | 94% | 7% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 95% | 96% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 95% |

## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over     ▼ < 10% Under

| ▮ Actual | │ Goal | ✓ Goal Met | ⬤ Below Goal |
|---|---|---|---|

\* State Avg based on 41 Active Employment Services Programs

**YAS ACT 412382**
United Services Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 23 | 35 | -34% | ▼ |
| Admits | 3 | 4 | -25% | ▼ |
| Discharges | 2 | 8 | -75% | ▼ |
| Service Hours | 2,605 | 2,767 | -6% | |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Treatment Completed Successfully | | 2 | 100% | 65% | 49% | 35% | ▲ |
| ✔ | No Re-admit within 30 Days of Discharge | | 2 | 100% | 85% | 94% | 15% | ▲ |
| ● | Follow-up within 30 Days of Discharge | | 0 | 0% | 90% | 55% | -90% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 99% | 97% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 83% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 100% | 94% |
| ✔ SA Screen Complete | | 100% | 94% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 100% | 98% |
| ✔ Valid Axis V GAF Score | | 100% | 86% |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Social Support | | 22 | 96% | 60% | 78% | 36% | ▲ |
| ✔ | Stable Living Situation | | 19 | 83% | 60% | 88% | 23% | ▲ |
| ● | Employed | | 3 | 13% | 15% | 12% | -2% | |
| ✔ | Improved/Maintained Axis V GAF Score | | 14 | 88% | 85% | 43% | 3% | |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Clients Receiving Services | | 21 | 100% | 90% | 99% | 10% | |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | 100% |
| Discharges | | ▢ | ▢ | 67% |
| Services | ▢ | | ▢ | 67% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over     ▼ < 10% Under

■ Actual     | Goal     ✔ Goal Met     ● Below Goal

\* State Avg based on 15 Active Assertive Community Treatment Programs

**YAS Storrs**
United Services Inc.
Mental Health - Residential Services - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 4 | 2 | 100% | ▲ |
| Admits | - | - | | |
| Discharges | - | - | | |
| Bed Days | 368 | 184 | 100% | ▲ |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | N/A | N/A |
| SA Screen Complete | | N/A | N/A |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 100% | 40% |
| ✔ Valid Axis V GAF Score | | 100% | 40% |

## 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 0 Active Other Programs

**YAS TLH**
United Services Inc.
Mental Health - Residential Services - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017  (Data as of Dec 13, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 6 | 1 | 500% | ▲ |
| Admits | - | - | | |
| Discharges | - | - | | |
| Bed Days | 552 | 92 | 500% | ▲ |

## 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 0 Active Other Programs