

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,640	2,758	-4%
	Admits	1,432	1,449	-1%
	Discharges	1,562	1,843	-15% ▼
	Service Hours	49,755	55,045	-10%
	Bed Days	19,056	9,013	111% ▲

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

Consumer Satisfaction Survey

(Based on 638 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Access		93%	80%	88%
✓ General Satisfaction		92%	80%	92%
✓ Respect		92%	80%	91%
✓ Overall		92%	80%	91%
● Outcome		77%	80%	83%
● Recovery		71%	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	2,149	60.3%
	Community Support	403	11.3%
	Social Rehabilitation	210	5.9%
	Case Management	146	4.1%
	Crisis Services	143	4.0%
	Employment Services	112	3.1%
	Consultation	97	2.7%
	Residential Services	47	1.3%
	ACT	34	1.0%
	Addiction	Outpatient	129
Medication Assisted Treatment		12	0.3%
Employment Services		8	0.2%
Forensic MH	Forensics Community-based	75	2.1%

Client Demographics

Age	#	%	State Avg
18-25	381	14%	12%
26-34	461	18%	24%
35-44	422	16%	21%
45-54	548	21%	20%
55-64	563	21%	17%
65+	253	10%	6%

Gender	#	%	State Avg
Female	1,556	59%	▲ 40%
Male	1,084	41%	▼ 60%
Transgender			0%

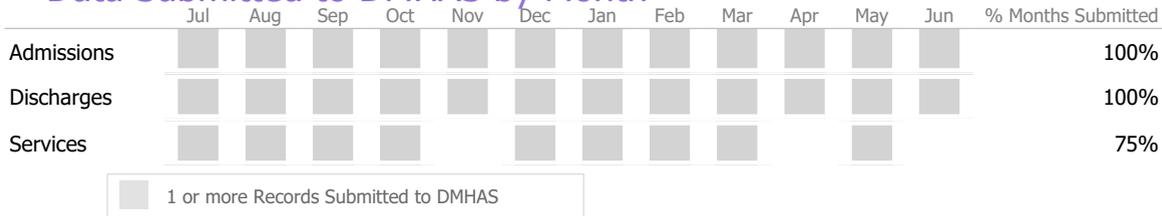
Race	#	%	State Avg
White/Caucasian	2,043	77%	▲ 63%
Other	455	17%	13%
Black/African American	82	3%	▼ 17%
Asian	21	1%	1%
Am. Indian/Native Alaskan	19	1%	1%
Unknown	17	1%	5%
Hawaiian/Other Pacific Islander	2	0%	0%
Multiple Races	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	97	76	28% ▲
Admits	47	26	81% ▲
Discharges	41	23	78% ▲
Service Hours	218	135	61% ▲

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	43	56	-23% ▼
Admits	23	34	-32% ▼
Discharges	26	36	-28% ▼
Service Hours	286	313	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
Valid TEDS Data	100%	85%
On-Time Periodic		
6 Month Updates	100%	34%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	50%	50%	57%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		42	95%	75%	80%	20% ▲
✓ Improved/Maintained Axis V GAF Score		35	92%	75%	68%	17% ▲
✓ Stable Living Situation		43	98%	95%	78%	3%
● Employed		21	48%	50%	40%	-2%
● Abstinence/Reduced Drug Use		15	34%	55%	52%	-21% ▼
● Self Help		16	36%	60%	30%	-24% ▼

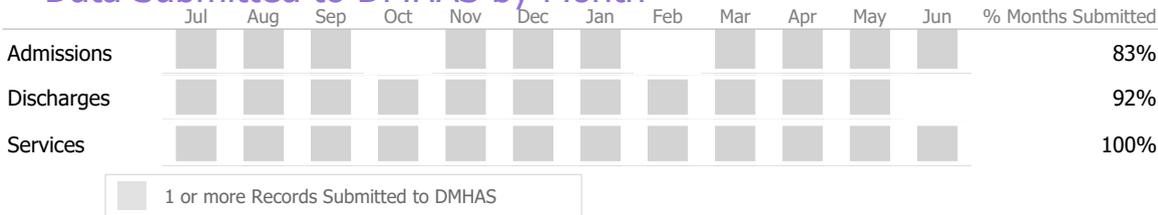
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	76%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		19	83%	75%	67%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	96	-9%
Admits	61	42	45% ▲
Discharges	41	70	-41% ▼
Service Hours	840	976	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
Valid TEDS Data	99%	85%
On-Time Periodic		
6 Month Updates	96%	34%
Cooccurring		
MH Screen Complete	93%	91%
SA Screen Complete	93%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	95%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	17%	50%	57%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		91	99%	75%	80%	24% ▲
Stable Living Situation		90	98%	95%	78%	3%
Improved/Maintained Axis V GAF Score		56	84%	75%	68%	9%
Abstinence/Reduced Drug Use		39	42%	55%	52%	-13% ▼
Employed		28	30%	50%	40%	-20% ▼
Self Help		20	22%	60%	30%	-38% ▼

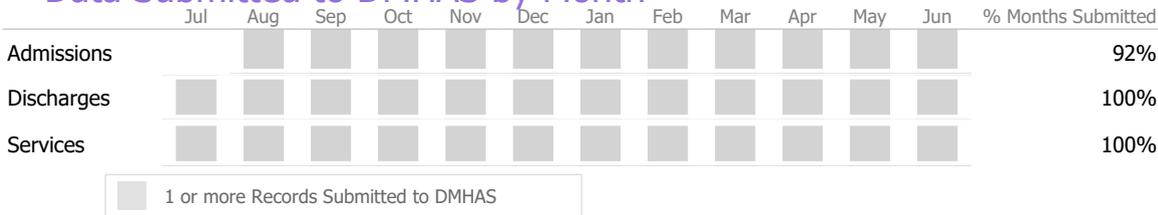
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		51	100%	90%	76%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		45	76%	75%	67%	1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,072	1,215	-12% ▼
Admits	358	359	0%
Discharges	418	509	-18% ▼
Service Hours	8,516	9,774	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	99%	67%
SA Screen Complete	98%	68%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		95	23%	50%	51%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,008	91%	60%	68%	31% ▲
Employed		370	34%	30%	26%	4%
Stable Living Situation		1,016	92%	95%	85%	-3%
Improved/Maintained Axis V GAF Score		677	70%	75%	54%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		683	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		268	77%	75%	74%	2%

Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,036	1,105	-6%
Admits	337	328	3%
Discharges	376	408	-8%
Service Hours	9,568	10,433	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	96%	67%
SA Screen Complete	96%	68%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		75	20%	50%	51%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		902	84%	60%	68%	24% ▲
Stable Living Situation		1,018	95%	95%	85%	0%
Employed		311	29%	30%	26%	-1%
Improved/Maintained Axis V GAF Score		611	65%	75%	54%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		700	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		261	79%	75%	74%	4%

Data Submitted to DMHAS by Month

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

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 Goal Met
 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	79	34% ▲
Admits	53	36	47% ▲
Discharges	27	26	4%
Service Hours	655	570	15% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	41%	50%	51%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		99	93%	60%	68%	33% ▲
● Stable Living Situation		101	94%	95%	85%	-1%
● Employed		24	22%	30%	26%	-8%
✓ Improved/Maintained Axis V GAF Score		70	88%	75%	54%	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		91%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		60%
Cooccurring	Actual	State Avg
MH Screen Complete		67%
SA Screen Complete		68%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		97%
✓ Valid Axis V GAF Score		91%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		80	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		38	73%	75%	74%	-2%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	2	150% ▲
Admits	3	1	200% ▲
Discharges	1	-	
Service Hours	39	11	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		3	100%	50%	97%	50% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	24	0%
Admits	2	1	100% ▲
Discharges	2	2	0%
Service Hours	491	720	-32% ▼

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

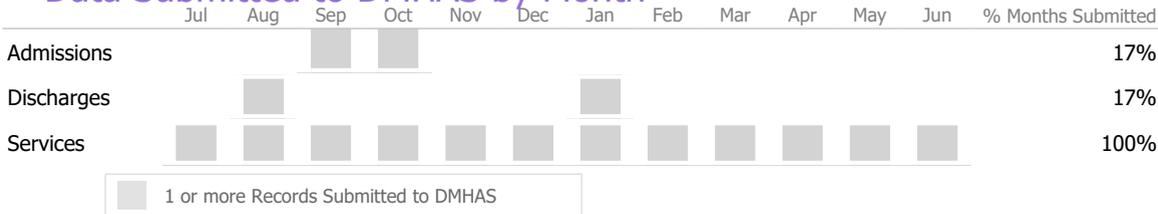
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	1	2	-50% ▼
Discharges	2	2	0%
Service Hours	215	153	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		12	100%	85%	85%	15% ▲

Service Utilization

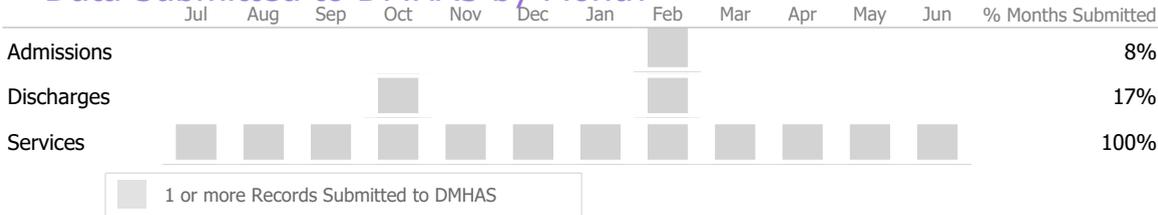
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	96%	0%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	199	235	-15% ▼
Admits	55	109	-50% ▼
Discharges	106	88	20% ▲
Service Hours	3,431	5,534	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	51%
SA Screen Complete	91%	51%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		69	65%	65%	68%	0%

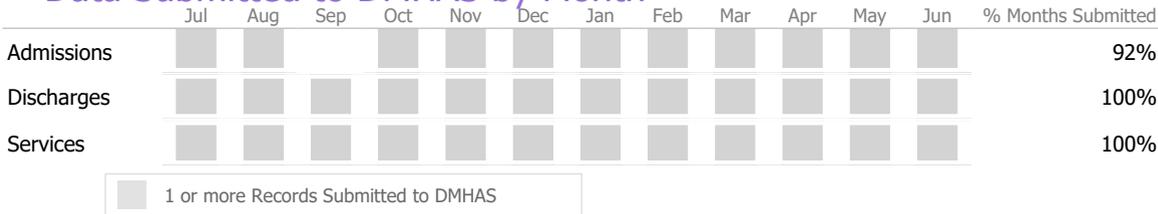
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		180	88%	60%	83%	28% ▲
Stable Living Situation		195	95%	80%	91%	15% ▲
Improved/Maintained Axis V GAF Score		116	71%	65%	65%	6%
Employed		20	10%	20%	13%	-10% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		98	99%	90%	99%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 37 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	206	287	-28% ▼
Admits	21	97	-78% ▼
Discharges	87	105	-17% ▼
Service Hours	6,349	8,979	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Cooccurring	Actual	State Avg
MH Screen Complete	95%	51%
SA Screen Complete	95%	51%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		50	57%	65%	68%	-8%

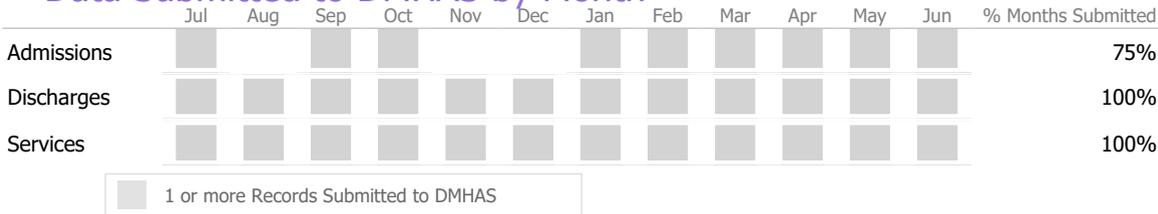
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		202	98%	60%	83%	38% ▲
Stable Living Situation		198	96%	80%	91%	16% ▲
Improved/Maintained Axis V GAF Score		164	83%	65%	65%	18% ▲
Employed		22	11%	20%	13%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		120	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 37 Active CSP Programs

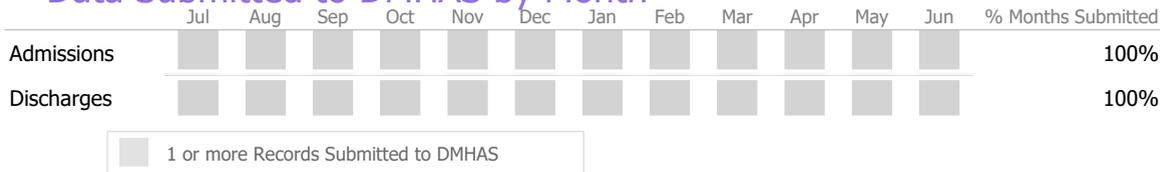
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	97	-23% ▼
Admits	92	123	-25% ▼
Discharges	92	125	-26% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		82	92%	75%	69%	17% ▲
● Community Location Evaluation		65	73%	80%	92%	-7%
✓ Follow-up Service within 48 hours		27	100%	90%	88%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active Mobile Crisis Team Programs

Employment Services - Windham Area

United Services Inc.

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	77	-27% ▼
Admits	30	43	-30% ▼
Discharges	29	48	-40% ▼
Service Hours	915	1,365	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		25	42%	35%	42%	7%

Service Utilization

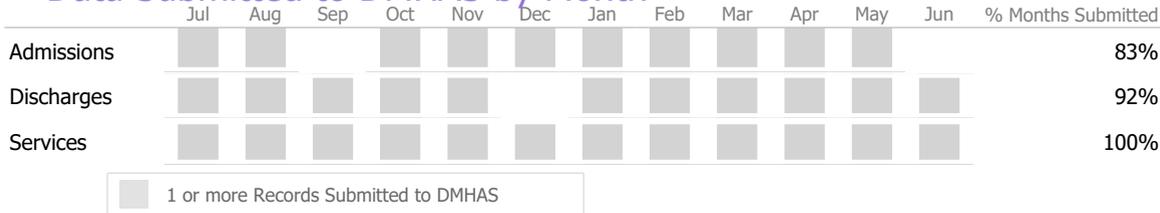
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

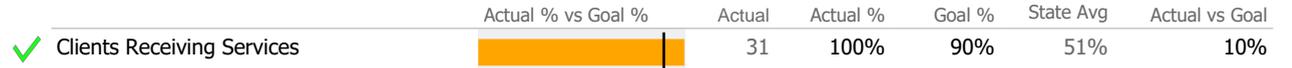
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 43 Active Employment Services Programs

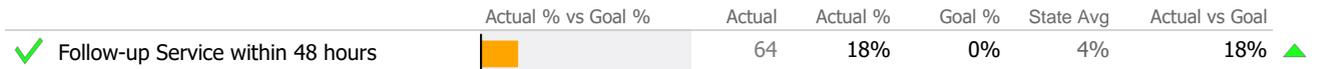
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	88	-15% ▼
Admits	54	55	-2%
Discharges	46	66	-30% ▼
Service Hours	329	293	12% ▲

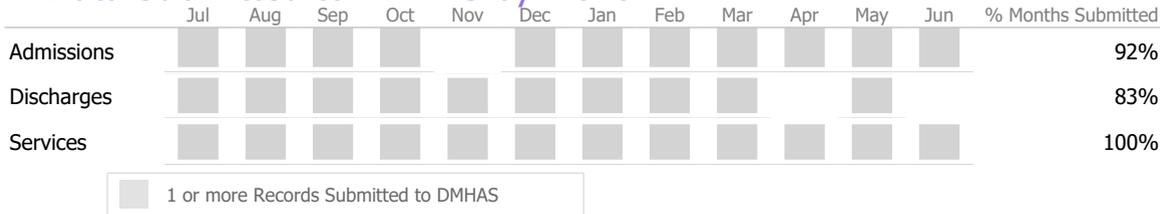
Service Utilization



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25		
Admits	25	-	
Discharges	2	-	
Bed Days	2,990	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	100%	85%	91%	15% ▲

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate	16	121 days	0.3	51%	90%	51%	-39%

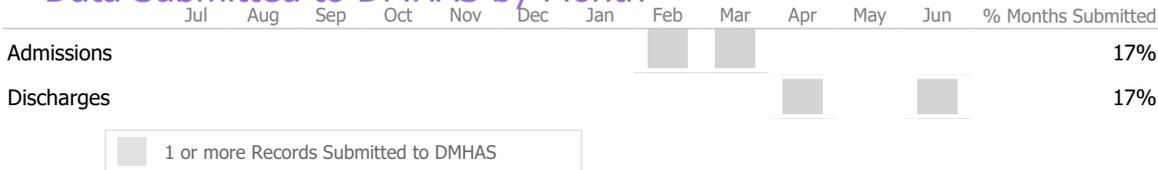


Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	80%

Data Submitted to DMHAS by Month



* State Avg based on 66 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	29	0%
Admits	15	15	0%
Discharges	17	16	6%
Bed Days	4,786	4,799	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	88%	80%	82%	8%
✓ No Re-admit within 30 Days of Discharge		17	100%	85%	88%	15% ▲
● Follow-up within 30 Days of Discharge		10	67%	90%	83%	-23% ▼

Data Submission Quality

	Actual	State Avg
✓ Data Entry	100%	99%
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	86%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	93%	88%
✓ SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	100%
✓ Valid Axis V GAF Score	100%	100%

Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ National Recovery Measures (NOMS)						
✓ Social Support		29	100%	60%	83%	40% ▲
✓ Stable Living Situation		28	97%	90%	99%	7%
✓ Improved/Maintained Axis V GAF Score		22	96%	95%	68%	1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	387 days	0.2	94%	90%	95%	4%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	10	20% ▲
Admits	2	1	100% ▲
Discharges	1	-	
Service Hours	302	209	45% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		10	83%	85%	85%	-2%

Service Utilization

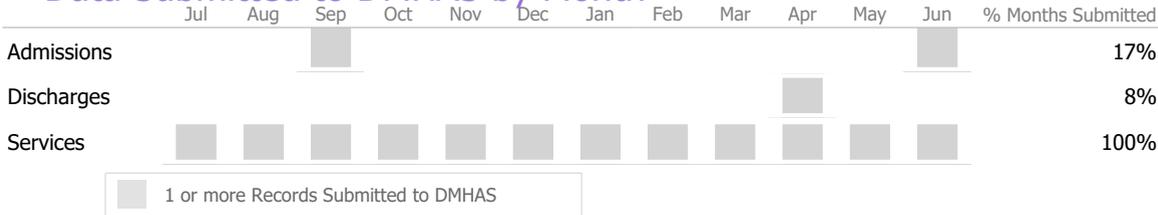
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

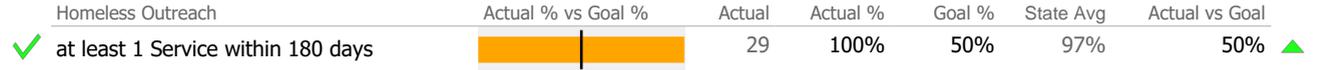
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	10	290% ▲
Admits	29	10	190% ▲
Discharges	25	-	
Service Hours	378	70	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

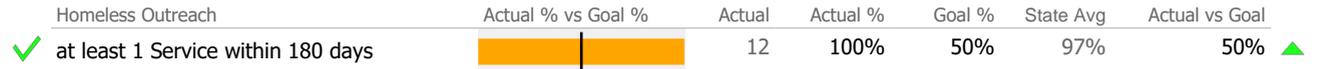
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

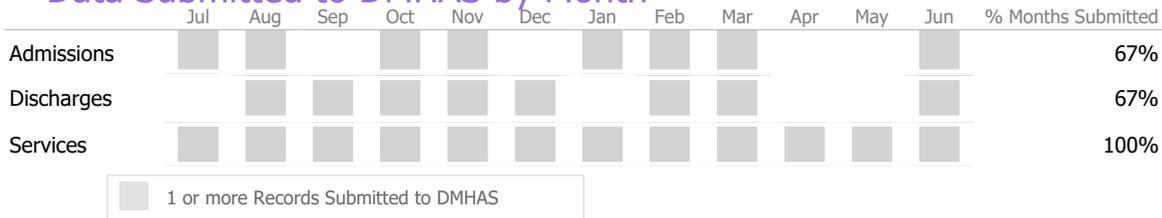
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	27	15% ▲
Admits	12	13	-8%
Discharges	24	8	200% ▲
Service Hours	436	477	-9%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Social Club - Windham Area

United Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

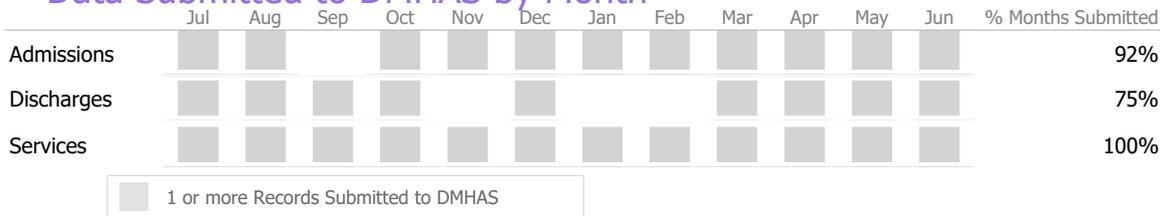
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	147	141	4%
Admits	24	32	-25% ▼
Discharges	52	17	206% ▲
Service Hours	3,679	2,884	28% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services	86	90%	90%	76%	0%

Data Submitted to DMHAS by Month



* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

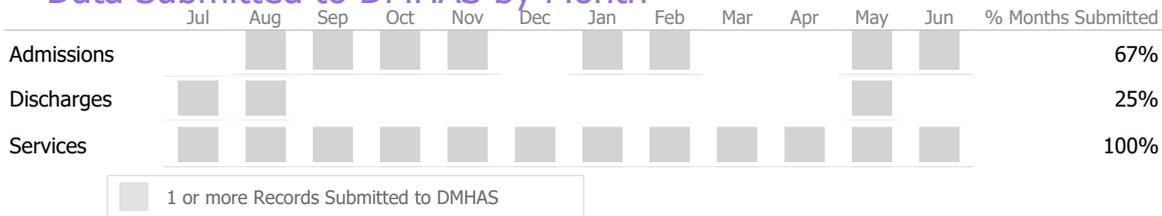
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	171	-63% ▼
Admits	17	16	6%
Discharges	13	126	-90% ▼
Service Hours	1,551	1,093	42% ▲
Social Rehab/PHP/IOP Days	0	0	

Service Utilization

✓ Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	47	92%	90%	76%	2%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7		
Admits	7	-	
Discharges	-	-	
Service Hours	16	-	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		4	57%	35%	29%	22% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		7	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		86%

On-Time Periodic	Actual	State Avg
6 Month Updates		30%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													8%
Discharges													0%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12		
Admits	13	-	
Discharges	3	-	
Service Hours	214	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	94%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	38%
Cooccurring		
MH Screen Complete	100%	82%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	52%	-50% ▼

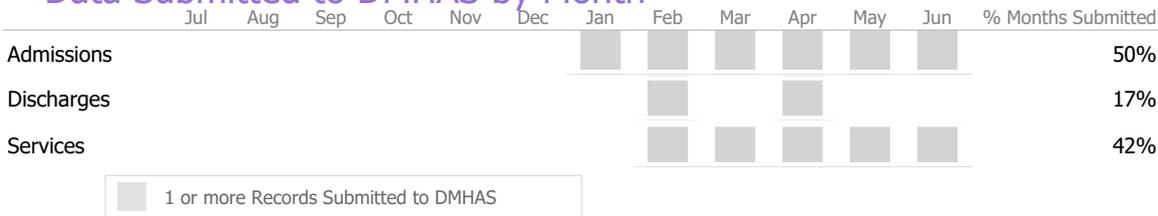
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		11	85%	75%	89%	10%
Employed		6	46%	50%	35%	-4%
Abstinence/Reduced Drug Use		6	46%	55%	61%	-9%
Stable Living Situation		10	77%	95%	88%	-18% ▼
Self Help		2	15%	60%	32%	-45% ▼
Improved/Maintained Axis V GAF Score		3	100%	75%	57%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	100%	90%	67%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Buprenorphine Maintenance Programs

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed	<div style="width: 0%;"></div>	0	0%	35%	29%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"></div>	1	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"></div> 100%	86%

On-Time Periodic	Actual	State Avg
6 Month Updates	<div style="width: 0%;"></div> N/A	30%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Employment Services Programs

SOR E-MAT Recovery Coach

United Services Inc.

Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Peer Based Mentoring Programs

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	80%
Valid TEDS Data	N/A	99%
On-Time Periodic		
6 Month Updates	Actual	State Avg
	N/A	23%
Cooccurring		
MH Screen Complete	Actual	State Avg
	N/A	84%
SA Screen Complete	Actual	State Avg
	N/A	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	61%	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%	58%	-55% ▼
Employed		N/A	N/A	50%	21%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	72%	-75% ▼
Not Arrested		N/A	N/A	75%	79%	-75% ▼
Self Help		N/A	N/A	60%	39%	-60% ▼
Stable Living Situation		N/A	N/A	95%	81%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	62%	N/A ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 8 Active Naltrexone Programs

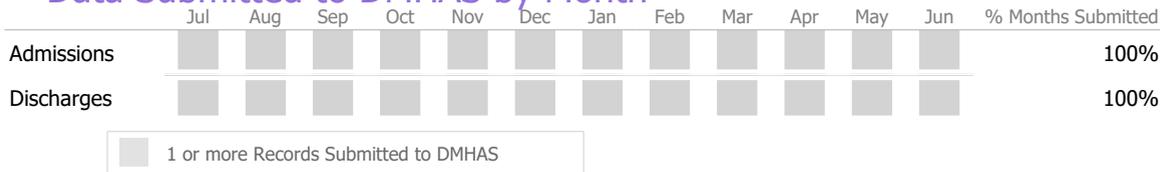
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	63	17% ▲
Admits	84	64	31% ▲
Discharges	86	65	32% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		72	96%	75%	69%	21% ▲
● Community Location Evaluation		36	48%	80%	92%	-32% ▼
✓ Follow-up Service within 48 hours		16	100%	90%	88%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	101	-44% ▼
Admits	38	26	46% ▲
Discharges	21	82	-74% ▼
Service Hours	1,173	1,048	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		29	48%	35%	42%	13% ▲

Service Utilization

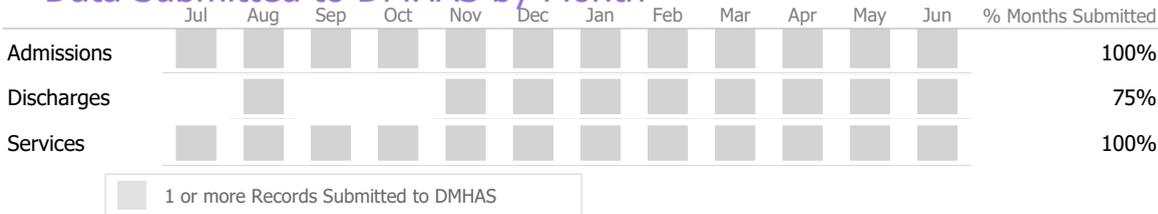
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		39	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		95%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 43 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	34	0%
Admits	16	13	23% ▲
Discharges	11	15	-27% ▼
Service Hours	10,150	10,009	1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	73%	65%	60%	8%
✓ No Re-admit within 30 Days of Discharge		10	91%	85%	86%	6%
● Follow-up within 30 Days of Discharge		1	12%	90%	49%	-78% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	88%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	86%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	46%
✓ SA Screen Complete	100%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%
✓ Valid Axis V GAF Score	97%	89%

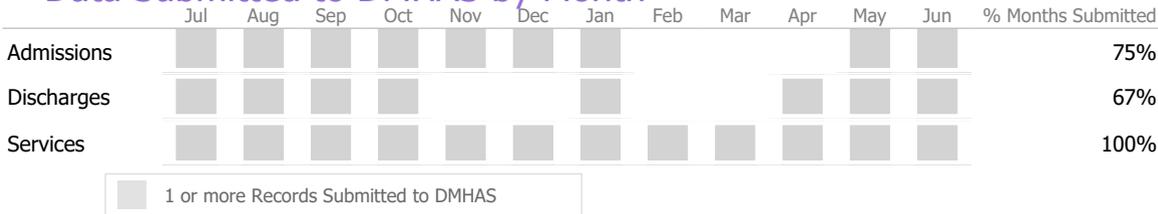
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		32	91%	60%	91%	31% ▲
✓ Social Support		27	77%	60%	79%	17% ▲
✓ Employed		7	20%	15%	15%	5%
● Improved/Maintained Axis V GAF Score		22	79%	85%	59%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	96%	90%	100%	6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

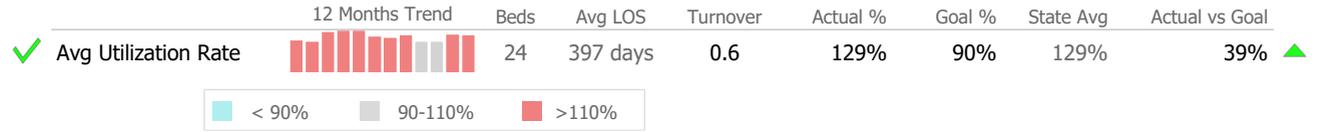
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

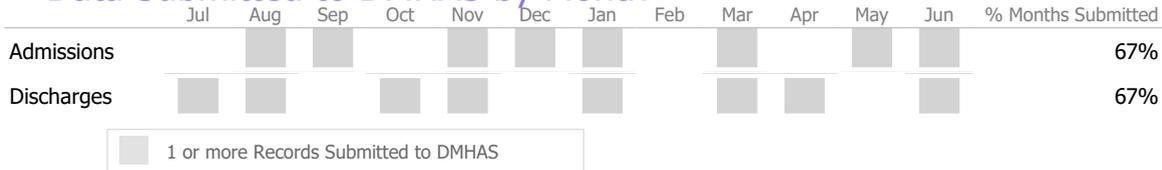
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	9	100%	▲
Admits	12	3	300%	▲
Discharges	13	1	1200%	▲
Bed Days	11,280	3,606	213%	▲

Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 1 Active Other Programs