BH Care
North Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,858	3,045	-6%	
	Admits	1,531	1,887	-19%	▼
	Discharges	1,504	1,985	-24%	▼
	Service Hours	31,746	46,449	-32%	▼
	Bed Days	14,502	15,409	-6%	
	S.Rehab/PHP/IOP	888	5,057	-82%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	2,485	63.7%
	Community Support	409	10.5%
	Employment Services	181	4.6%
	Social Rehabilitation	176	4.5%
	Case Management	171	4.4%
	Residential Services	52	1.3%
Forensic MH			
	Forensics Community-based	223	5.7%
Addiction			
	Outpatient	113	2.9%
	Medication Assisted Treatment	26	0.7%
	Employment Services	21	0.5%
Other			
	Other	46	1.2%

Consumer Satisfaction Survey   (Based on 602 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		92%	80%	93%
✓	Overall		92%	80%	91%
✓	General Satisfaction		90%	80%	92%
✓	Participation in Treatment		90%	80%	92%
✓	Respect		89%	80%	91%
✓	Access		89%	80%	88%
●	Outcome		76%	80%	83%
●	Recovery		73%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age

		#	%	State Avg
18-25		365	13%	10%
26-34		490	17%	22%
35-44		490	17%	23%
45-54		529	19%	19%
55-64		631	22%	18%
65+		347	12%	7%

Gender

		#	%		State Avg
Female		1,500	53%	▲	41%
Male		1,357	47%	▼	59%
Transgender					0%

Ethnicity

	#	%		State Avg
Non-Hispanic	2,514	88%	▲	68%
Hispanic-Other	155	5%		8%
Hisp-Puerto Rican	107	4%		11%
Unknown	71	2%		12%
Hispanic-Mexican	10	0%		0%
Hispanic-Cuban	1	0%		0%

Race

	#	%		State Avg
White/Caucasian	2,304	81%	▲	61%
Black/African American	287	10%		17%
Other	124	4%		13%
Unknown	117	4%		6%
Asian	23	1%		1%
Am. Indian/Native Alaskan	3	0%		0%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

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

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

Bettor Choice Shorline
BH Care
Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	69%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	98%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	90%
Valid TEDS Data	N/A	42%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	45%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	99%
SA Screen Complete	N/A	99%

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 4 Active Gambling Outpatient Programs

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

Bettor Choice Valley
BH Care
Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	69%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Clients Receiving Services		N/A	N/A	90%	98%	N/A ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	90%
Valid TEDS Data		N/A	42%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	45%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	99%
SA Screen Complete		N/A	99%

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 4 Active Gambling Outpatient Programs

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

BH Care Rental Assistance CT 0062
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	31	16%	▲
Admits	5	4	25%	▲
Discharges	2	-		
Service Hours	250	-		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		33	92%	85%	89%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		91%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪	▪	▪	▪				▪			42%
Discharges									▪				8%
Services						▪	▪	▪	▪	▪	▪	▪	58%

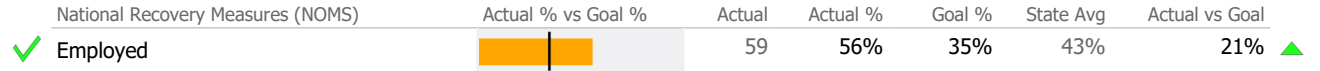☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✓ Goal Met   ● Below Goal

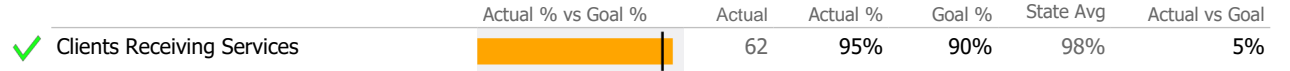* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

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

BHcare Voc Services DMHAS Valley
BH Care
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)
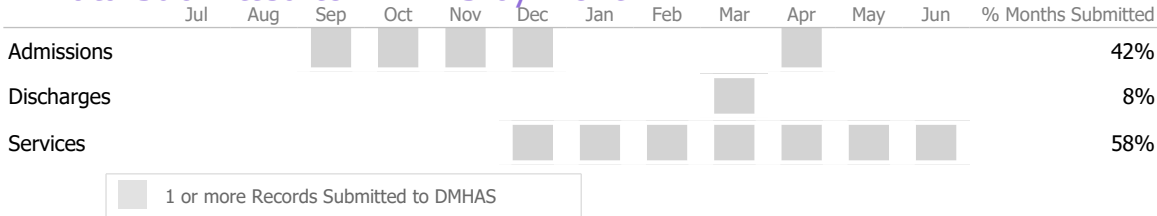
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	100	113	-12%	▼
Admits	41	53	-23%	▼
Discharges	40	52	-23%	▼
Service Hours	846	1,058	-20%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		59	56%	35%	43%	21%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	95%	90%	98%	5%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	90%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		69%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪		▪	▪	▪	▪		▪	92%
Discharges	▪	▪	▪	▪	▪		▪	▪	▪	▪		▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 39 Active Employment Services Programs

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

BHH ADULT NAE
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	205	230	-11%	▼
Admits	45	33	36%	▲
Discharges	99	70	41%	▲
Service Hours	175	173	1%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		96%	86%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		9%	54%

Co-occurring		Actual	State Avg
MH Screen Complete		64%	80%
SA Screen Complete		64%	81%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		93%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		11	11%	50%	36%	-39%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		181	87%	60%	62%	27%	▲
🔴	Stable Living Situation		183	88%	95%	75%	-7%	
🔴	Employed		37	18%	30%	24%	-12%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		83	76%	90%	85%	-14%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		3	7%	75%	75%	-68%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

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

BHH CHILDREN Program
BH Care
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

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

Service Engagement
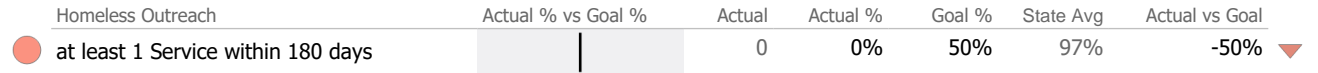
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● at least 1 Service within 180 days		0	0%	50%	97%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
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 46 Active Outreach & Engagement Programs

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

BOS - 134
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	18	-11%	▼
Admits	-	1	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	152	265	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		16	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		88%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

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

BOS 193 Units Valley/Shoreline
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)
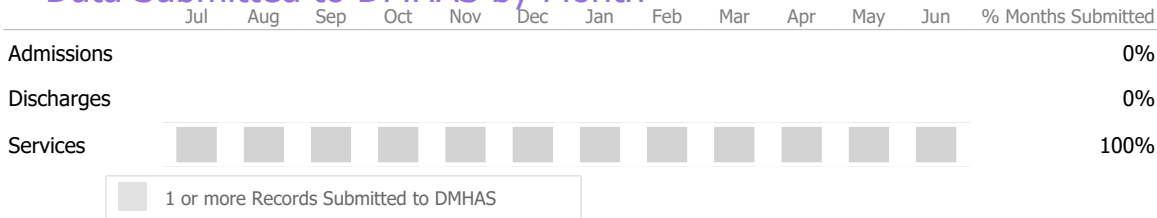
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	19	-5%	
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	186	258	-28%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		18	100%	85%	89%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		18	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		88%	96%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		72%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

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

Coach 2.0
BH Care
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	64%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	20%	12%	-20% ▼
● Social Support		N/A	N/A	60%	72%	-60% ▼
● Stable Living Situation		N/A	N/A	80%	82%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	71%	N/A ▼

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	59%

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 26 Active Standard Case Management Programs

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

Harbor House Group Residence
BH Care
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	1	1	0%	
Discharges	-	2	-100%	▼
Bed Days	2,557	2,894	-12%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	86%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	94%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	90%	N/A

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	99%

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

Co-occurring	Actual	State Avg
MH Screen Complete	0%	82%
SA Screen Complete	0%	93%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	83%	40% ▲
✓ Stable Living Situation		8	100%	90%	97%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	2,096 days	0.3	88%	90%	90%	-2%

■ < 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												■	8%
Discharges													0%

■ 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

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

HARP Supervised Apts

BH Care

Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	27	-4%	
Admits	5	7	-29%	▼
Discharges	3	7	-57%	▼
Service Hours	483	679	-29%	▼
Bed Days	7,848	7,906	-1%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	67%	60%	79%	7%	
✓	Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		22	85%	60%	84%	25%	▲
✓	Stable Living Situation		26	100%	95%	94%	5%	
●	Employed		1	4%	25%	12%	-21%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		86%	76%

	On-Time Periodic		Actual	State Avg
●	6 Month Updates		74%	88%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		100%	91%
✓	SA Screen Complete		100%	77%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	99%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		21	2,190 days	0.2	102%	90%	94%	12%	▲
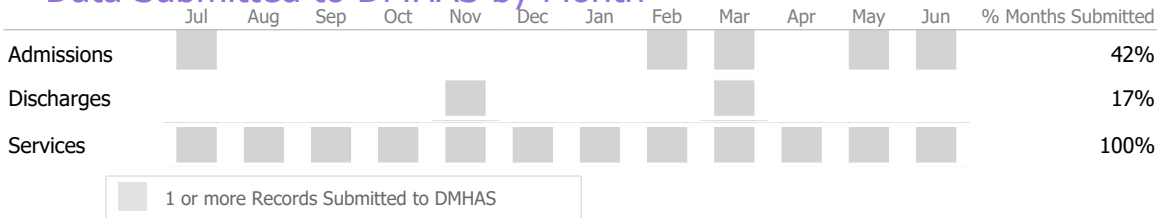
	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪				▪			▪	▪		▪	▪	42%
Discharges					▪				▪				17%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

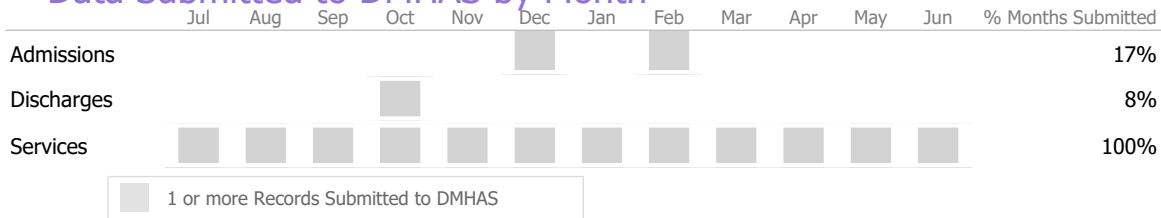| ▪ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

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

Integrated Behavioral Health - Shoreline

BH Care

Other - Other - Integrated Primary Care

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	42	-7%	
Admits	2	9	-78%	▼
Discharges	1	5	-80%	▼
Service Hours	1	15	-92%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions						▢		▢					17%
Discharges				▢									8%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 6 Active Integrated Primary Care Programs

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

Integrated Behavioral Health - Valley
BH Care
Other - Other - Integrated Primary Care

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	8	-13%	▼
Admits	-	-		
Discharges	1	1	0%	
Service Hours	-	1	-100%	▼

Data Submission Quality

Data Entry		Actual	State Avg

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	66%
SA Screen Complete		N/A	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	94%

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ● Below Goal

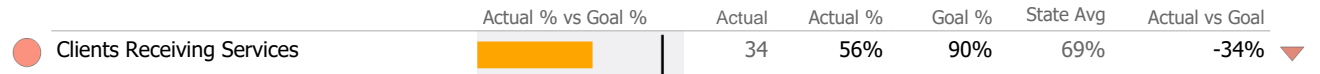* State Avg based on 6 Active Integrated Primary Care Programs

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

Options SR
BH Care
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	68	80	-15%	▼
Admits	1	9	-89%	▼
Discharges	7	13	-46%	▼
Service Hours	2	3,295	-100%	▼
Social Rehab/PHP/IOP Days	292	2,112	-86%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		34	56%	90%	69%	-34%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions												▢	8%
Discharges		▢	▢	▢									25%
Services		▢	▢		▢	▢	▢	▢	▢	▢		▢ ▢	83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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

Options Vocational Program
BH Care
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	117	-28%	▼
Admits	26	67	-61%	▼
Discharges	28	64	-56%	▼
Service Hours	412	521	-21%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		41	48%	35%	43%	13%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	96%	90%	98%	6%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		81%	90%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		53%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪		▪	▪	▪			83%
Discharges	▪	▪	▪	▪	▪		▪		▪	▪	▪	▪	83%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✓ Goal Met	● Below Goal

* State Avg based on 39 Active Employment Services Programs

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

Shoreline Crisis-Jail Div 304-341
BH Care
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)
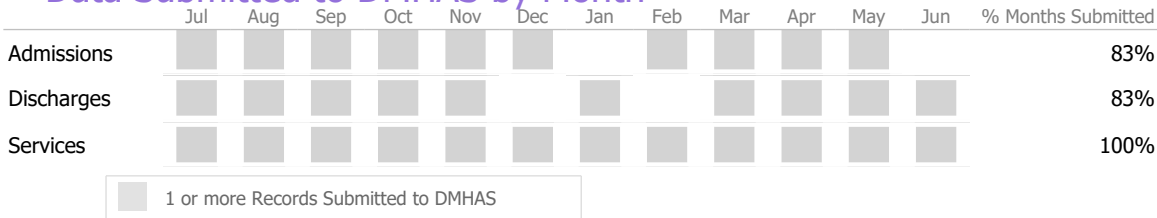
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	179	167	7%	
Admits	118	130	-9%	
Discharges	106	110	-4%	
Service Hours	336	536	-37%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		77	93%	90%	56%	3%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		27	82%	0%	60%	82% ▲

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 19 Active Court Liaison-Jail Diversion Programs

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

Shoreline E.Haven OP 368-210
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	90	-2%	
Admits	11	6	83%	▲
Discharges	88	14	529%	▲
Service Hours	875	1,044	-16%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		81	92%	50%	36%	42%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		60	68%	60%	62%	8%
✓	Stable Living Situation		86	98%	95%	75%	3%
●	Employed		18	20%	30%	24%	-10%

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		98%	86%

	On-Time Periodic		Actual	State Avg
	6 Month Updates		N/A	54%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		100%	80%
✓	SA Screen Complete		100%	81%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	98%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		N/A	N/A	90%	85%	N/A	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		11	100%	75%	75%	25%	▲

Data Submitted to DMHAS by Month
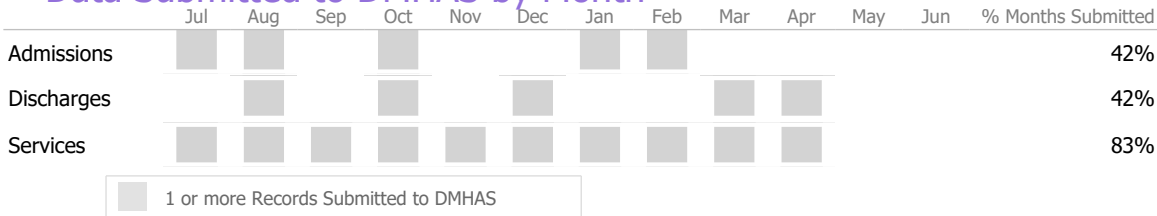
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪			▪	▪					42%
Discharges		▪		▪		▪		▪	▪				42%
Services	▪	▪	▪	▪	▪	▪	▪	▪		▪			83%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

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

Shoreline HHS CSP/RP 373X
BH Care
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	175	210	-17%	▼
Admits	53	79	-33%	▼
Discharges	84	77	9%	
Service Hours	1,012	3,280	-69%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	95%	81%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	81%	86%

Co-occurring	Actual	State Avg
MH Screen Complete	62%	87%
SA Screen Complete	62%	77%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	99%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		53	63%	65%	56%	-2%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		172	91%	60%	81%	31%	▲
✓	Stable Living Situation		183	97%	80%	88%	17%	▲
🔴	Employed		17	9%	20%	13%	-11%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		97	93%	90%	98%	3%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	�		▪		▪		▪	▪	▪	▪	▪	▪	75%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over ▼ < 10% Under

◾ Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 36 Active CSP Programs

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

Shoreline N Haven OP 370-210
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	99	105	-6%	
Admits	14	17	-18%	▼
Discharges	12	20	-40%	▼
Service Hours	1,535	1,620	-5%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	54%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	80%
✓ SA Screen Complete		100%	81%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		10	83%	50%	36%	33%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		97	97%	60%	62%	37%	▲
✓	Employed		33	33%	30%	24%	3%	
✓	Stable Living Situation		98	98%	95%	75%	3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		88	100%	90%	85%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		14	100%	75%	75%	25%	▲

Data Submitted to DMHAS by Month
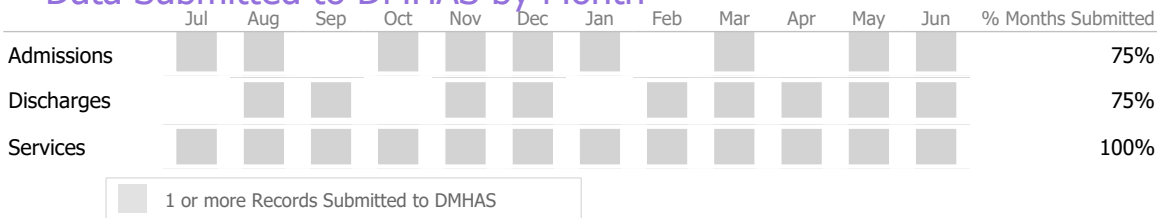
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪	▪	▪	▪						75%
Discharges		▪	▪		▪	▪		▪	▪	▪	▪		75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

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

Shoreline Pilots Support Hsng 304-551
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	16	-13%	▼
Admits	-	2	-100%	▼
Discharges	8	2	300%	▲
Service Hours	77	249	-69%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	93%	85%	89%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		67%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges		▪		▪	▪								25%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▪ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

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

Shoreline SA Clinic 304725
BH Care
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)
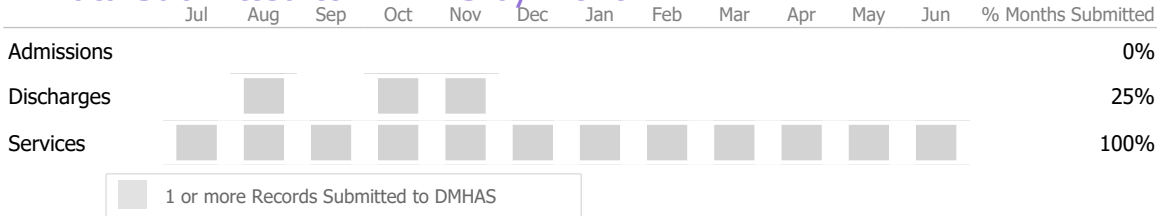
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	113	136	-17%	▼
Admits	75	109	-31%	▼
Discharges	65	101	-36%	▼
Service Hours	808	824	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		81%	86%
Valid TEDS Data		78%	86%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		13%	26%

Co-occurring		Actual	State Avg
MH Screen Complete		77%	92%
SA Screen Complete		77%	96%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		34	52%	50%	51%	2%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Employed		55	45%	50%	32%	-5%	
●	Abstinence/Reduced Drug Use		60	50%	55%	49%	-5%	
●	Stable Living Situation		109	90%	95%	78%	-5%	
●	Not Arrested		70	58%	75%	79%	-17%	▼
●	Self Help		20	17%	60%	18%	-43%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		52	93%	90%	72%	3%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		57	81%	75%	61%	6%

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 111 Active Standard Outpatient Programs

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

Shoreline Sycamore Way -OP Clin 304-211
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,177	1,157	2%
Admits	568	577	-2%
Discharges	440	571	-23% ▼
Service Hours	8,993	8,889	1%

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		84%	86%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		48%	54%

Co-occurring		Actual	State Avg
MH Screen Complete		66%	80%
SA Screen Complete		65%	81%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		162	37%	50%	36%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		890	73%	60%	62%	13% ▲
🔴 Stable Living Situation		1,145	93%	95%	75%	-2%
🔴 Employed		338	28%	30%	24%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		772	98%	90%	85%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		381	69%	75%	75%	-6%

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

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

SOR - Employment
BH Care
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	69	-70%	▼
Admits	6	54	-89%	▼
Discharges	15	54	-72%	▼
Service Hours	32	50	-35%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		11	50%	35%	31%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	86%	90%	88%	-4%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		46%	81%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		25%	54%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▦			▦						▦	▦	33%
Discharges		▦		▦	▦					▦		▦	42%
Services	▦			▦	▦	▦	▦	▦	▦	▦			67%

▦ 1 or more Records Submitted to DMHAS

Legend:
- ▲ > 10% Over
- ▼ < 10% Under
- ▮ Actual
- │ Goal
- ✓ Goal Met
- ● Below Goal
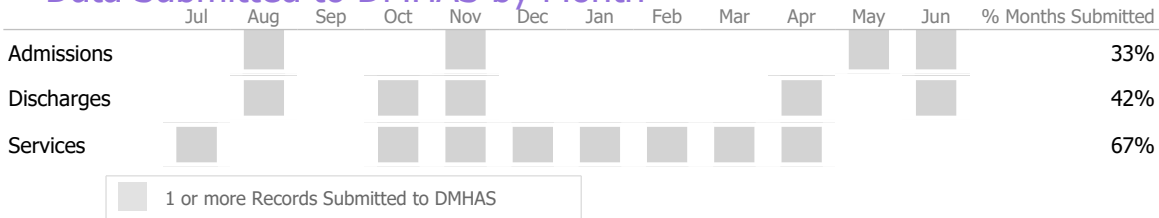
* State Avg based on 10 Active Employment Services Programs

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

SOR E-MAT
BH Care
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	31	-29%	▼
Admits	13	8	63%	▲
Discharges	7	22	-68%	▼
Service Hours	242	543	-56%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		84%	88%
Valid TEDS Data		88%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		67%	23%

Co-occurring		Actual	State Avg
MH Screen Complete		79%	80%
SA Screen Complete		79%	89%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		3	43%	50%	48%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		13	59%	55%	50%	4%	
🔴 Stable Living Situation		20	91%	95%	67%	-4%	
🔴 Employed		8	36%	50%	24%	-14%	▼
🔴 Not Arrested		12	55%	75%	70%	-20%	▼
🔴 Self Help		3	14%	60%	19%	-46%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	38%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢				▢			▢	▢	▢		▢	50%
Discharges	▢	▢		▢		▢					▢		50%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS
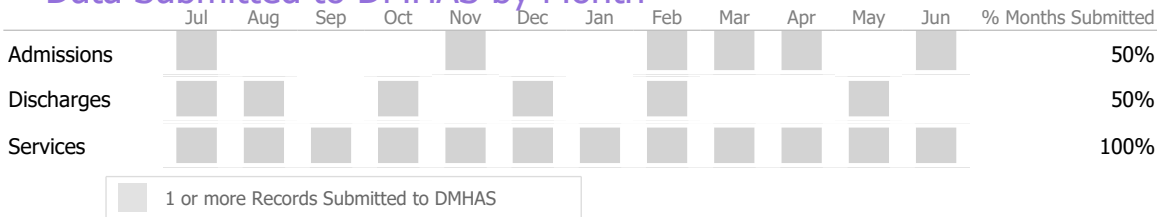
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

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

SOR-MAT-Naltrexone
BH Care
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	4	0%	
Admits	1	3	-67%	▼
Discharges	3	1	200%	▲
Service Hours	18	35	-48%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	80%	79%
	Valid TEDS Data	75%	96%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	0%	17%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	100%	95%
✔	SA Screen Complete	100%	97%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		3	100%	50%	70%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Abstinence/Reduced Drug Use		3	75%	55%	46%	20%	▲
✔	Stable Living Situation		4	100%	95%	82%	5%	
✔	Employed		2	50%	50%	35%	0%	
🔴	Not Arrested		2	50%	75%	68%	-25%	▼
🔴	Self Help		1	25%	60%	36%	-35%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		1	100%	90%	72%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪											8%
Discharges				▪						▪	▪		25%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under
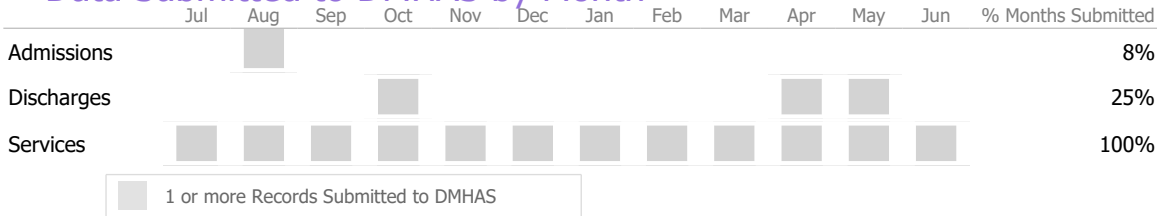
🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 7 Active Naltrexone Programs

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

Valley ABI Residence311165
BH Care
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,095	1,098	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	86%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	94%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	90%	N/A

Data Submission Quality

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

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

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	93%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		3	100%	90%	97%	10%
✓ Social Support		2	67%	60%	83%	7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	4,043 days	0.3	100%	90%	90%	10%

< 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													0%
Discharges													0%

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

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

Valley CSP/RP 311350
BH Care
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	234	274	-15%	▼
Admits	44	79	-44%	▼
Discharges	75	84	-11%	▼
Service Hours	2,789	5,509	-49%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		98%	81%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✔ 6 Month Updates		94%	86%

Co-occurring	Actual % vs Goal	Actual	State Avg
✔ MH Screen Complete		93%	87%
✔ SA Screen Complete		93%	77%

Diagnosis	Actual % vs Goal	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		57	76%	65%	56%	11%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		220	93%	60%	81%	33%	▲
✔	Stable Living Situation		225	95%	80%	88%	15%	▲
●	Employed		38	16%	20%	13%	-4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		161	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢				▢	▢	▢	▢	▢	▢	75%
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 36 Active CSP Programs

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

Valley Howe Ave. Res. Apts.311-250X
BH Care
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	1,685	1,747	-4%

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✓ Valid NOMS Data		100%	76%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	91%
✓ SA Screen Complete		100%	77%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		0	0%	60%	79%	-60% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	67%	60%	84%	7%
✓ Stable Living Situation		6	100%	95%	94%	5%
🔴 Employed		0	0%	25%	12%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	2,191 days	0.3	92%	90%	94%	2%

■ < 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							■						8%
Discharges			■										8%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

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

Valley Jail Diversion 311-341
BH Care
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	77	-43%	▼
Admits	12	38	-68%	▼
Discharges	2	49	-96%	▼
Service Hours	46	84	-45%	▼

Service Utilization
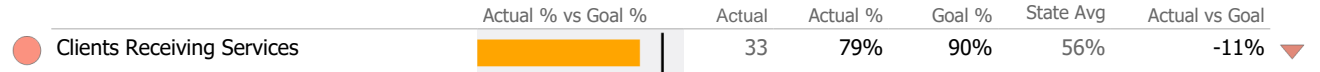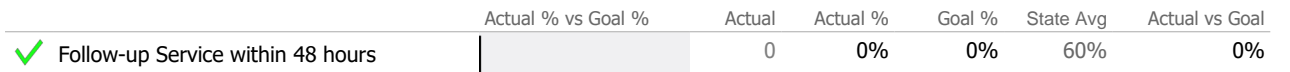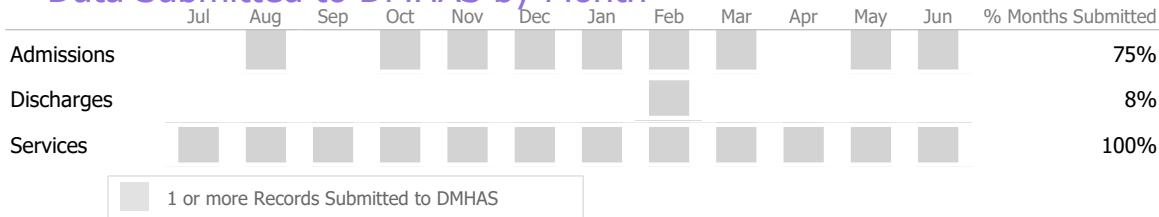
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	▭	33	79%	90%	56%	-11%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours	▭	0	0%	0%	60%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▣		▣	▣	▣	▣	▣	▣		▣	▣	75%
Discharges								▣					8%
Services	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	100%

▣ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual   ▎ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

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

Valley Next Steps Dev. 2
BH Care
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	27	-11%	▼
Admits	2	2	0%	
Discharges	13	5	160%	▲
Service Hours	159	388	-59%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		22	92%	85%	95%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	91%	90%	94%	1%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	99%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		78%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								▪				▪	17%
Discharges	▪			▪	▪		▪						33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS
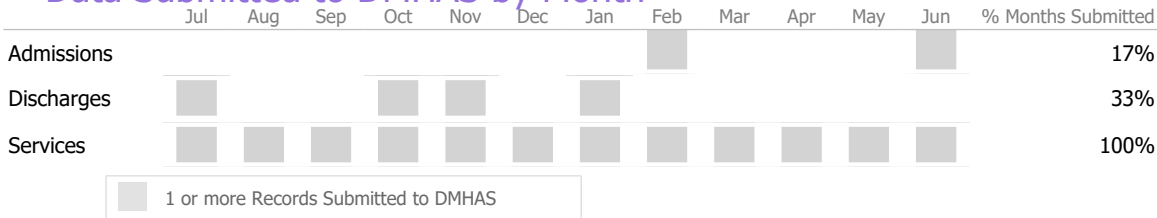
▲ > 10% Over	▼ < 10% Under

| ▪ Actual | ┃ Goal | ✓ Goal Met | ● Below Goal |

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

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

Valley OP Clinic 311210
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,121	1,210	-7%	
Admits	450	529	-15%	▼
Discharges	340	578	-41%	▼
Service Hours	10,019	11,037	-9%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		216	64%	50%	36%	14%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		1,036	90%	60%	62%	30%	▲
✓	Employed		347	30%	30%	24%	0%	
●	Stable Living Situation		1,074	93%	95%	75%	-2%	

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		97%	86%

	On-Time Periodic		Actual	State Avg
●	6 Month Updates		41%	54%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		95%	80%
✓	SA Screen Complete		95%	81%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	98%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		805	98%	90%	85%	8%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		336	76%	75%	75%	1%

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 88 Active Standard Outpatient Programs

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

Valley Pilots Support.Housing311-551

BH Care

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	23	-9%	
Admits	2	2	0%	
Discharges	14	4	250%	▲
Service Hours	95	282	-66%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	86%	85%	89%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	96%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		71%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	◻		◻										17%
Discharges					◻								8%
Services		◻	◻	◻	◻	◻	◻	◻	◻	◻	◻	◻	100%

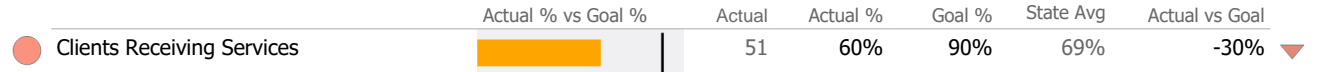◻ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

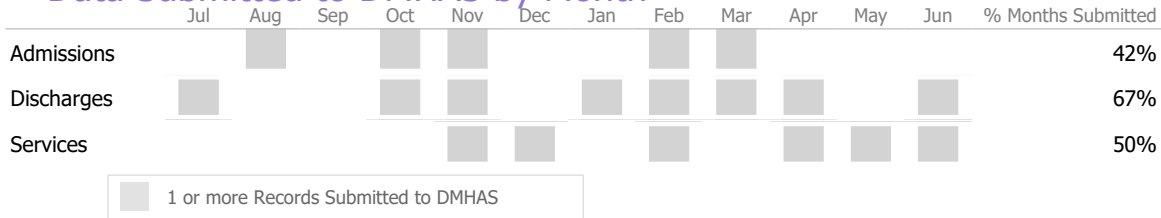* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

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

Valley Social Rehabilitation 311-280

BH Care

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)
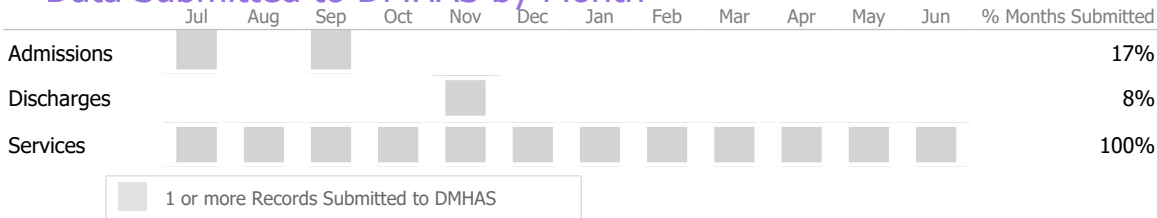
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	108	144	-25%	▼
Admits	6	27	-78%	▼
Discharges	23	45	-49%	▼
Service Hours	-	1,736	-100%	▼
Social Rehab/PHP/IOP Days	596	2,945	-80%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		51	60%	90%	69%	-30%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢		▢	▢			▢	▢				42%
Discharges	▢			▢	▢		▢	▢		▢		▢	67%
Services					▢	▢		▢		▢	▢	▢	50%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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

Valley Young Adults 311-220Y
BH Care
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	45	4%	
Admits	22	22	0%	
Discharges	17	19	-11%	▼
Service Hours	1,366	2,646	-48%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		90%	59%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		13	76%	50%	64%	26%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		47	96%	60%	72%	36%	▲
✓	Stable Living Situation		47	96%	80%	82%	16%	▲
✓	Employed		16	33%	20%	12%	13%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		31	97%	90%	71%	7%	

Data Submitted to DMHAS by Month
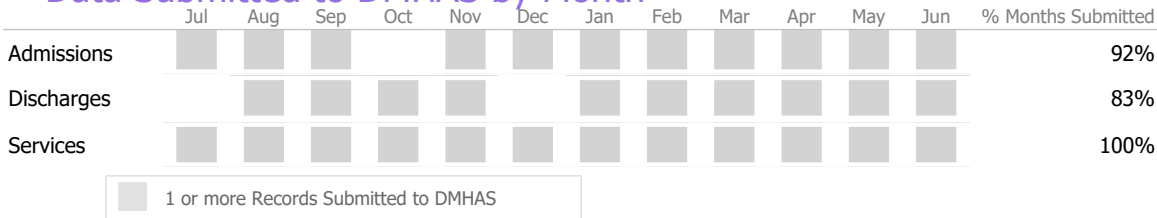
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													83%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 Active Standard Case Management Programs

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

Woodbridge House YAS
BH Care
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	7	29%	▲
Admits	5	2	150%	▲
Discharges	5	3	67%	▲
Bed Days	1,317	1,764	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	76%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	91%
✓ SA Screen Complete		100%	77%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	60%	60%	79%	0%	
●	Follow-up within 30 Days of Discharge		2	67%	90%	79%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		8	89%	60%	84%	29%	▲
✓ Stable Living Situation		9	100%	95%	94%	5%	
● Employed		1	11%	25%	12%	-14%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		5	345 days	0.3	72%	90%	94%	-18%	▼
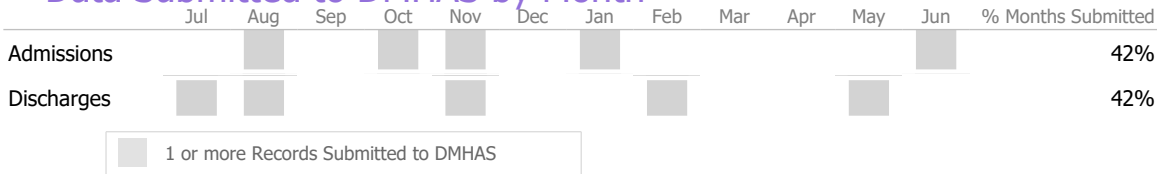
■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪		▪	▪		▪					▪	42%
Discharges	▪	▪			▪			▪			▪		42%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 79 Active Supervised Apartments Programs

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

Young Adults Shoreline - 556
BH Care
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	28	-18%	▼
Admits	2	15	-87%	▼
Discharges	5	7	-29%	▼
Service Hours	837	1,433	-42%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	59%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		5	100%	50%	64%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		21	91%	60%	72%	31%	▲
✓	Stable Living Situation		22	96%	80%	82%	16%	▲
✓	Employed		7	30%	20%	12%	10%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		17	94%	90%	71%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▢		▢							17%
Discharges				▢		▢				▢			25%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over ▼ < 10% Under
🟧 Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 26 Active Standard Case Management Programs

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