Community Health Resources Inc.
Manchester, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	9,500	9,468	0%	
	Admits	3,618	3,970	-9%	
	Discharges	3,554	3,678	-3%	
	Service Hours	34,396	33,786	2%	
	Bed Days	12,735	12,356	3%	
	S.Rehab/PHP/IOP	3,322	2,167	53%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	6,320	55.1%
	Social Rehabilitation	555	4.8%
	Community Support	324	2.8%
	Crisis Services	289	2.5%
	Case Management	215	1.9%
	ACT	151	1.3%
	Employment Services	109	1.0%
	IOP	52	0.5%
	Residential Services	31	0.3%
Addiction			
	Outpatient	1,207	10.5%
	Medication Assisted Treatment	483	4.2%
	Recovery Support	217	1.9%
	Residential Services	194	1.7%
Forensic SA			
	Forensics Community-based	962	8.4%
Forensic MH			
	Forensics Community-based	362	3.2%

Consumer Satisfaction Survey   (Based on 1,201 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		93%	80%	92%
✓	Respect		92%	80%	91%
✓	Quality and Appropriateness		91%	80%	93%
✓	Access		91%	80%	88%
✓	Overall		91%	80%	91%
✓	General Satisfaction		90%	80%	92%
✓	Outcome		81%	80%	83%
●	Recovery		78%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	1,212	13%	9%
26-34	2,158	23%	20%
35-44	2,055	22%	24%
45-54	1,491	16%	18%
55-64	1,656	17%	20%
65+	922	10%	9%

Gender	#	%	State Avg
Male	5,048	53%	58%
Female	4,418	47%	42%
Transgender			0%

Ethnicity	#	%		State Avg
Non-Hispanic	7,479	79%	▲	68%
Hisp-Puerto Rican	916	10%		11%
Unknown	566	6%		12%
Hispanic-Other	468	5%		8%
Hispanic-Mexican	56	1%		1%
Hispanic-Cuban	15	0%		0%

Race	#	%	State Avg
White/Caucasian	6,596	69%	61%
Black/African American	1,268	13%	17%
Other	911	10%	13%
Unknown	463	5%	6%
Asian	121	1%	1%
Am. Indian/Native Alaskan	103	1%	1%
Hawaiian/Other Pacific Islander	26	0%	0%
Multiple Races	12	0%	1%

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

ACT Team - Manchester 606296
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	50	65	-23%	▼
Admits	3	7	-57%	▼
Discharges	10	12	-17%	▼
Service Hours	1,003	1,261	-20%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		6	60%	65%	65%	-5%	
✔	No Re-admit within 30 Days of Discharge		10	100%	85%	94%	15%	▲
🔴	Follow-up within 30 Days of Discharge		1	17%	90%	45%	-73%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✔	Valid NOMS Data		98%	88%
	On-Time Periodic		Actual	State Avg
🔴	6 Month Updates		26%	80%
	Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis		100%	97%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		46	92%	60%	89%	32%	▲
✔ Social Support		35	70%	60%	78%	10%	
🔴 Employed		5	10%	15%	17%	-5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		40	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					▪		17%
Discharges	▪	▪			▪	▪	67%
Services	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 24 Active Assertive Community Treatment Programs

Adult Intensive OP - Enfield 633-210X
Community Health Resources Inc.
Mental Health - IOP - Standard IOP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	71	-27%	▼
Admits	45	57	-21%	▼
Discharges	47	63	-25%	▼
Service Hours	1			
Social Rehab/PHP/IOP Days	507	613	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		95%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		40	85%	50%	84%	35%	▲
●	Follow-up within 30 Days of Discharge		33	82%	90%	79%	-8%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Employed		19	33%	30%	32%	3%	
●	Social Support		29	51%	60%	45%	-9%	
●	Stable Living Situation		47	82%	95%	74%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		10	100%	90%	56%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 3 Active Standard IOP Programs

Adult Outpatient - Bloomfield 620212
Community Health Resources Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	731	613	19%	▲
Admits	191	110	74%	▲
Discharges	166	117	42%	▲
Service Hours	2,601	2,714	-4%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		94%	90%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		30%	51%

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		43	26%	50%	43%	-24%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		225	30%	30%	24%	0%	
🔴 Stable Living Situation		572	77%	95%	72%	-18%	▼
🔴 Social Support		252	34%	60%	59%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		538	93%	90%	80%	3%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		165	88%	75%	79%	13%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 73 Active Standard Outpatient Programs

Adult Outpatient - Enfield 617-210
Community Health Resources Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,283	2,533	-10%
Admits	598	640	-7%
Discharges	652	729	-11% ▼
Service Hours	7,066	6,707	5%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		95%	90%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		43%	51%

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		348	53%	50%	43%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		828	36%	30%	24%	6%
🔴 Stable Living Situation		1,952	84%	95%	72%	-11% ▼
🔴 Social Support		842	36%	60%	59%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1,586	95%	90%	80%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		513	88%	75%	79%	13% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 73 Active Standard Outpatient Programs

Adult Outpatient MH Manchester
Community Health Resources Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,419	3,500	-2%
Admits	658	717	-8%
Discharges	716	662	8%
Service Hours	8,550	7,455	15% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		95%	90%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		37%	51%

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		229	32%	50%	43%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		1,143	33%	30%	24%	3%
🔴 Stable Living Situation		2,750	79%	95%	72%	-16% ▼
🔴 Social Support		1,116	32%	60%	59%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		2,256	82%	90%	80%	-8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		576	88%	75%	79%	13% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 73 Active Standard Outpatient Programs

Alden House YAS
Community Health Resources Inc.
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	7	0%	
Admits	1	2	-50%	▼
Discharges	2	1	100%	▲
Bed Days	1,027	1,603	-36%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		1	50%	75%	65%	-25%	▼
✓	No Re-admit within 30 Days of Discharge		2	100%	85%	84%	15%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	73%	10%	

Data Submission Quality

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

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

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		5	584 days	0.4	112%	90%	88%	22%	▲

■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■					17%
Discharges	■				■		33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 33 Active MH Intensive Res. Rehabilitation Programs

BOS - 72
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	8	-25%	▼
Admits	1	-		
Discharges	-	2	-100%	▼
Service Hours	30	120	-75%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		6	100%	85%	86%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▢			17%
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 110 Active Supportive Housing – Scattered Site Programs

Center Street 2
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)
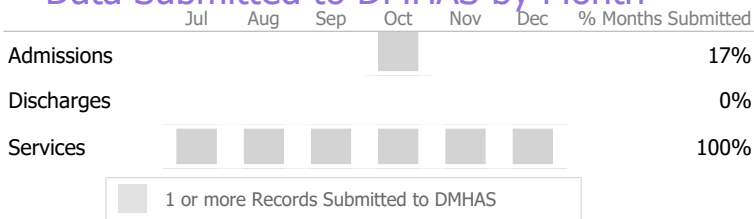
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	-	-	
Discharges	1	-	
Service Hours	109	53	104% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		9	100%	85%	96%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		75%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges		▪					17%
Services		▪	▪	▪	▪	▪	100%

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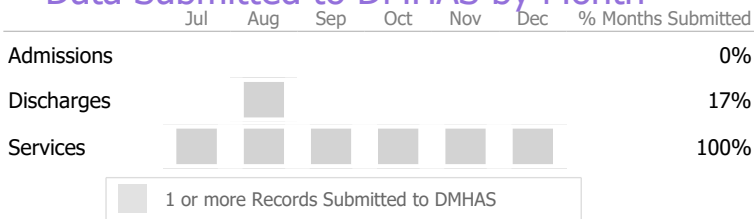
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 64 Active Supportive Housing – Development Programs

Center Street Apartments
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	10	-10%	
Admits	-	1	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	63	47	33%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		9	100%	85%	96%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 64 Active Supportive Housing – Development Programs

CHR Enfield ACT
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)
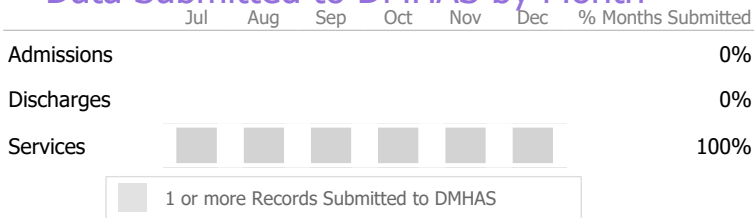
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	48	-10%	▼
Admits	8	7	14%	▲
Discharges	10	11	-9%	
Service Hours	1,580	1,478	7%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		6	60%	65%	65%	-5%	
✓	No Re-admit within 30 Days of Discharge		8	100%	85%	94%	15%	▲
●	Follow-up within 30 Days of Discharge		4	67%	90%	45%	-23%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	88%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	32%	80%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		40	93%	60%	89%	33%	▲
✓	Social Support		26	60%	60%	78%	0%	
●	Employed		6	14%	15%	17%	-1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		32	97%	90%	99%	7%

Data Submitted to DMHAS by Month
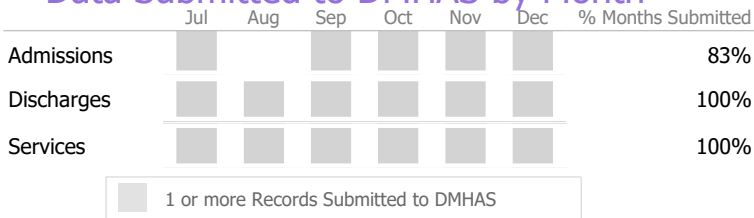
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							100%
Services							100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 Active Assertive Community Treatment Programs

Coach 2.0
Community Health Resources Inc.
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	30	150%	▲
Admits	31	30	3%	
Discharges	57	-		
Service Hours	558	116		

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		24	42%	50%	56%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		13	17%	20%	20%	-3%
🔴 Social Support		18	24%	60%	74%	-36% ▼
🔴 Stable Living Situation		30	39%	80%	77%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		18	95%	90%	85%	5%

Data Submission Quality
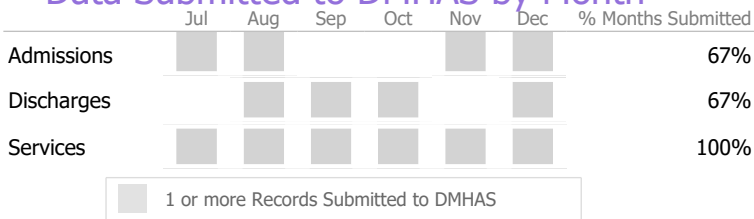
Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	95%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	64%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							67%
Services							100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 31 Active Standard Case Management Programs

CPAS PTIP-37 Commerce 923705
Community Health Resources Inc.
Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	45	96%	▲
Admits	49	34	44%	▲
Discharges	-	20	-100%	▼

Data Submitted to DMHAS by Month
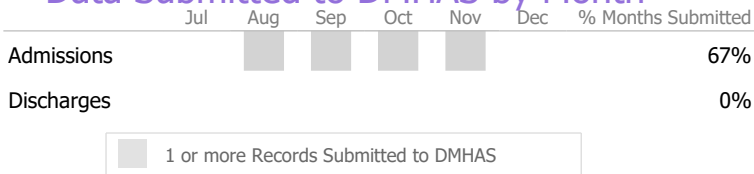
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢	▢	▢	▢		67%
Discharges							0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual	│ Goal	✓ Goal Met	● Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs

CPAS PTIP-W. Main Street 163705
Community Health Resources Inc.
Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	393	501	-22%	▼
Admits	155	266	-42%	▼
Discharges	-	301	-100%	▼

Data Submitted to DMHAS by Month
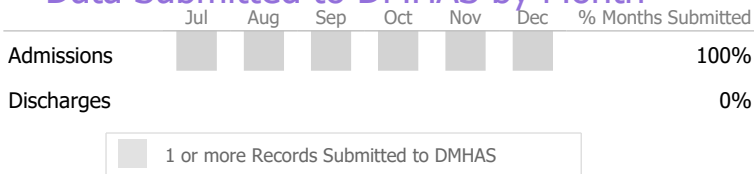
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Crisis Services - Windsor 606-200
Community Health Resources Inc.
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	269	285	-6%
Admits	303	331	-8%
Discharges	303	331	-8%

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Evaluation within 1.5 hours of Request		255	90%	75%	65%	15% ▲
✓	Community Location Evaluation		282	99%	80%	72%	19% ▲
✓	Follow-up Service within 48 hours		190	99%	90%	65%	9%
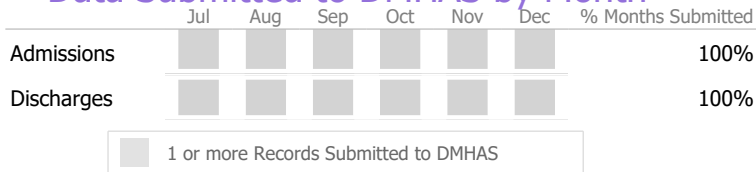
▲ > 10% Over	▼ < 10% Under

▮ Actual	▏ Goal	✓ Goal Met	● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

▮ 1 or more Records Submitted to DMHAS

CSP Recovery Bloomfield
Community Health Resources Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	52	-13%	▼
Admits	8	10	-20%	▼
Discharges	6	11	-45%	▼
Service Hours	533	978	-45%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	88%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	39%	83%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		3	50%	65%	55%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		45	98%	80%	86%	18%	▲
● Employed		8	17%	20%	14%	-3%	
● Social Support		23	50%	60%	78%	-10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	95%	90%	96%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪		▪			67%
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

CSP/RP 606250, Manchester
Community Health Resources Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	193	218	-11%	▼
Admits	16	32	-50%	▼
Discharges	87	36	142%	▲
Service Hours	2,299	2,793	-18%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	88%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	90%	83%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		42	48%	65%	55%	-17%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		180	93%	80%	86%	13%	▲
●	Employed		21	11%	20%	14%	-9%	
●	Social Support		77	40%	60%	78%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		105	99%	90%	96%	9%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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

CSP/RP 617290, Enfield
Community Health Resources Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	106	-17%	▼
Admits	6	18	-67%	▼
Discharges	32	26	23%	▲
Service Hours	1,344	1,495	-10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		21	66%	65%	55%	1%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		84	95%	80%	86%	15%	▲
●	Employed		12	14%	20%	14%	-6%	
●	Social Support		44	50%	60%	78%	-10%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		55	98%	90%	96%	8%	

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		97%	88%

	On-Time Periodic		Actual	State Avg
●	6 Month Updates		51%	83%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢	▢		▢	▢	67%
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 36 Active CSP Programs

CT0061
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	18	6%
Admits	1	-	
Discharges	1	-	
Service Hours	127	144	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	95%	85%	86%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		88%	83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions						▪	17%
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 110 Active Supportive Housing – Scattered Site Programs

Danielson OP 202
Community Health Resources Inc.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)
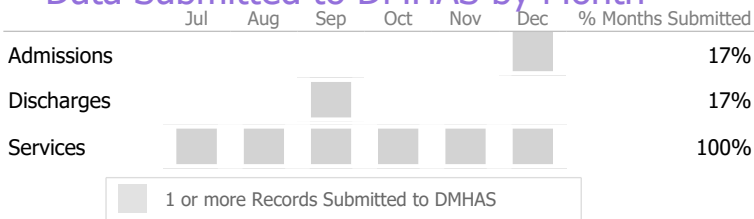
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	479	284	69%	▲
Admits	245	150	63%	▲
Discharges	224	114	96%	▲
Service Hours	1,854	1,162	60%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	92%	83%
✓	Valid TEDS Data	73%	73%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	28%	15%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	96%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		116	52%	50%	42%	2%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		413	83%	75%	60%	8%	
●	Employed		239	48%	50%	28%	-2%	
●	Stable Living Situation		413	83%	95%	61%	-12%	▼
●	Abstinence/Reduced Drug Use		190	38%	55%	30%	-17%	▼
●	Self Help		34	7%	60%	13%	-53%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		233	85%	90%	53%	-5%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		191	80%	75%	54%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

Enfield Methadone Maintenance
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	241	267	-10%	
Admits	51	70	-27%	▼
Discharges	53	69	-23%	▼
Service Hours	590	609	-3%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	98%
✓ Valid TEDS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	80%

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		19	36%	50%	55%	-14%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		172	69%	50%	65%	19%	▲
✓	Not Arrested		234	94%	75%	92%	19%	▲
✓	Employed		104	42%	40%	41%	2%	
🔴	Stable Living Situation		214	86%	90%	88%	-4%	
🔴	Self Help		49	20%	60%	50%	-40%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		197	100%	90%	86%	10%	

Service Engagement

	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Length of Stay over 1 Year		156	65%	50%	69%	15%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 36 Active Methadone Maintenance Programs

HUD SHP - 298
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	129	162	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	86%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
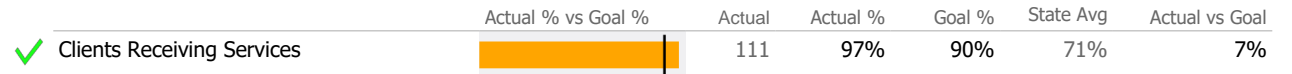
Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 110 Active Supportive Housing – Scattered Site Programs
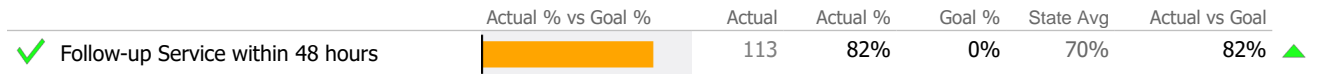
Jail Diversion - Enfield 617-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)
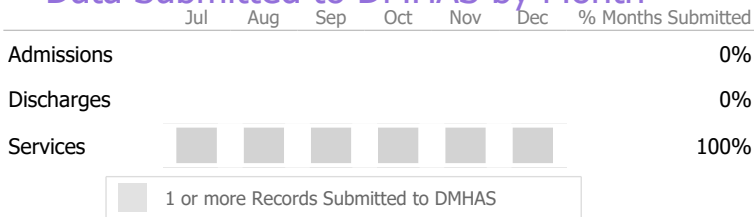
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	254	123	107%	▲
Admits	214	72	197%	▲
Discharges	160	65	146%	▲
Service Hours	452	64		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		111	97%	90%	71%	7%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		113	82%	0%	70%	82% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

Jail Diversion - Manchester 606-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	110	200	-45%	▼
Admits	56	96	-42%	▼
Discharges	73	121	-40%	▼
Service Hours	108	115	-6%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		41	100%	90%	71%	10%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		26	68%	0%	70%	68% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

MAT - Naltrexone - Willimantic
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	9	22%	▲
Admits	1	4	-75%	▼
Discharges	3	2	50%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	33%	50%	13%	-17%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		11	92%	75%	77%	17%	▲
✓	Abstinence/Reduced Drug Use		7	58%	55%	44%	3%	
✓	Stable Living Situation		12	100%	95%	67%	5%	
🔴	Employed		3	25%	50%	23%	-25%	▼
🔴	Self Help		3	25%	60%	26%	-35%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	96%
	Valid TEDS Data	82%	93%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	25%	12%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▓			17%
Discharges		▓	▓				33%

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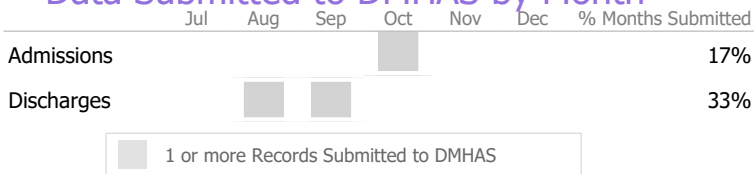
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 6 Active Naltrexone Programs

MATx OP
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	37	27%	▲
Admits	14	6	133%	▲
Discharges	9	7	29%	▲
Service Hours	173	103	68%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	87%
✓	Valid TEDS Data	100%	86%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	34%	30%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	33%	50%	35%	-17%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		37	79%	75%	62%	4%	
✓	Abstinence/Reduced Drug Use		26	55%	55%	43%	0%	
🔴	Stable Living Situation		37	79%	95%	60%	-16%	▼
🔴	Employed		15	32%	50%	26%	-18%	▼
🔴	Self Help		11	23%	60%	12%	-37%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		34	89%	90%	47%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪	▪	▪	▪	▪	83%
Discharges	▪	▪	▪	▪		▪	83%
Services	▪	▪	▪	▪	▪	▪	100%

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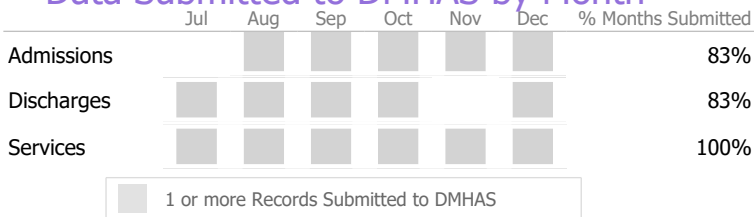
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 19 Active Buprenorphine Maintenance Programs

Milestone - CSSD
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Residential - Enhanced

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	11	18%	▲
Admits	11	10	10%	
Discharges	13	11	18%	▲
Bed Days	273	304	-10%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	98%
Valid TEDS Data		90%	99%

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

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		9	69%	50%	77%	19%	▲
✓ No Re-admit within 30 Days of Discharge		13	100%	85%	90%	15%	▲
● Follow-up within 30 Days of Discharge		2	22%	90%	64%	-68%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		11	85%	70%	63%	15%	▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		2	25 days	0.1	74%	90%	87%	-16%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							83%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 4 Active SA Intensive Residential - Enhanced Programs

Milestone-DMHAS
Community Health Resources Inc.
Addiction - Residential Services - SA Intensive Residential - Enhanced

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	98	54	81%	▲
Admits	90	46	96%	▲
Discharges	89	44	102%	▲
Bed Days	2,029	1,551	31%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		61	69%	50%	77%	19%	▲
✓	No Re-admit within 30 Days of Discharge		87	98%	85%	90%	13%	▲
●	Follow-up within 30 Days of Discharge		31	51%	90%	64%	-39%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
✓ Valid TEDS Data	99%	99%

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

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	98%

Recovery

National Recovery Measures (NOMS)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Abstinence/Reduced Drug Use		75	74%	70%	63%	4%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		14	32 days	0.1	79%	90%	87%	-11%	▼

Legend: < 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 4 Active SA Intensive Residential - Enhanced Programs

New Life Residential LTT
Community Health Resources Inc.
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	7	57%	▲
Admits	8	4	100%	▲
Discharges	6	5	20%	▲
Bed Days	1,019	491	108%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		4	67%	70%	64%	-3%	
●	No Re-admit within 30 Days of Discharge		4	67%	85%	91%	-18%	▼
●	Follow-up within 30 Days of Discharge		2	50%	90%	66%	-40%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Abstinence/Reduced Drug Use		7	58%	70%	65%	-12%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	89%
✔	Valid TEDS Data	93%	93%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	0%	3%

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		8	141 days	0.4	69%	90%	104%	-21%	▼

▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢		▢	▢	▢		67%
Discharges	▢	▢		▢		▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual	❘ Goal	✔ Goal Met	● Below Goal

* State Avg based on 24 Active Intermediate/Long Term Res.Tx 3.5 Programs

Next Steps - Manchester 606551
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	29	-7%
Admits	2	-	
Discharges	-	3	-100% ▼
Service Hours	356	535	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		27	100%	85%	86%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	96%	90%	95%	6%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	97%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		64%	83%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▉		▉		33%
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 110 Active Supportive Housing – Scattered Site Programs

NHDTP
Community Health Resources Inc.
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)
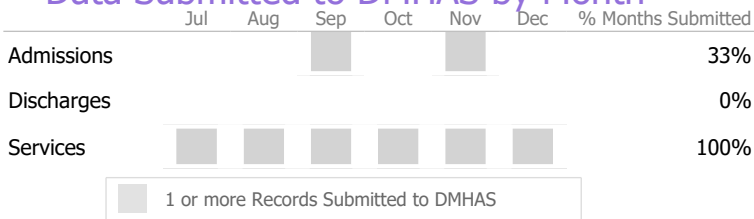
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	8	38%	▲
Admits	8	8	0%	
Discharges	-	1	-100%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	56%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		11	100%	80%	77%	20%	▲
● Employed		0	0%	20%	20%	-20%	▼
● Social Support		2	18%	60%	74%	-42%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		67%	64%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Northfield Group Home - Enfield 617-240
Community Health Resources Inc.
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)
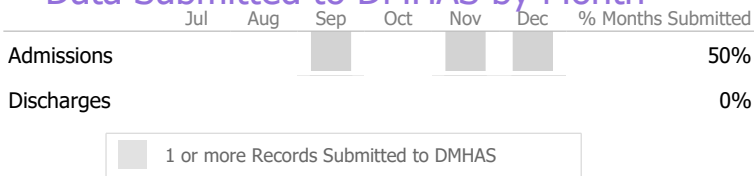
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Bed Days	1,472	1,415	4%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	62%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		63%	77%

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		8	100%	90%	98%	10%
✓ Social Support		5	62%	60%	86%	2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	654 days	0.5	100%	90%	88%	10%
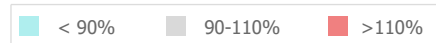
☐ < 90%	☐ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

Oak Street Recovery House
Community Health Resources Inc.
Addiction - Residential Services - Recovery House

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	43	5%	
Admits	41	40	3%	
Discharges	37	38	-3%	
Bed Days	1,388	1,048	32%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		29	78%	85%	78%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		10	72 days	0.2	75%	90%	69%	-15%	▼

☐ < 90%	☐ 90-110%	■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐	100%
Discharges	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal
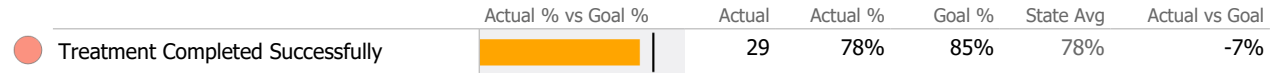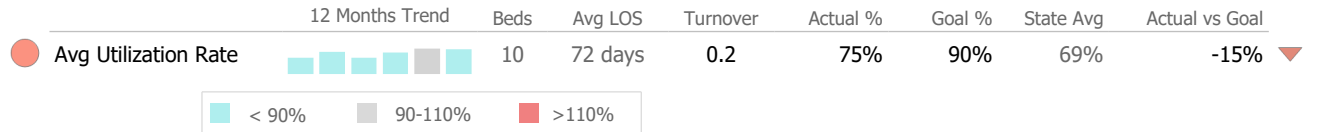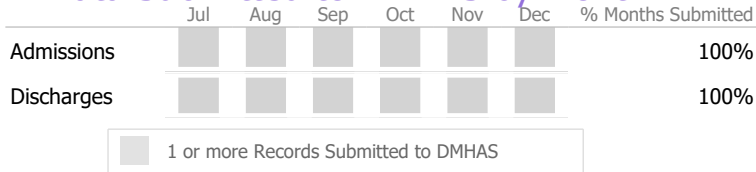
* State Avg based on 12 Active Recovery House Programs

Outpatient 202200 (formerly New Directions)
Community Health Resources Inc.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	245	187	31%	▲
Admits	136	117	16%	▲
Discharges	142	102	39%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		107	75%	50%	42%	25%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		216	84%	75%	60%	9%	
✓	Employed		144	56%	50%	28%	6%	
●	Abstinence/Reduced Drug Use		117	46%	55%	30%	-9%	
●	Stable Living Situation		220	86%	95%	61%	-9%	
●	Self Help		38	15%	60%	13%	-45%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	83%
✓	Valid TEDS Data	87%	73%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	25%	15%

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

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		110	82%	75%	54%	7%

Data Submitted to DMHAS by Month
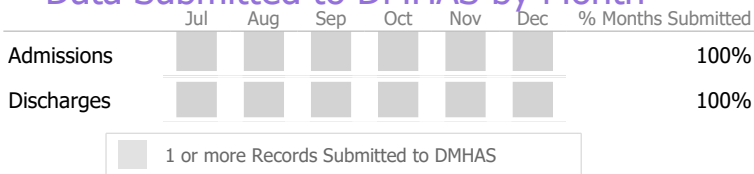
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

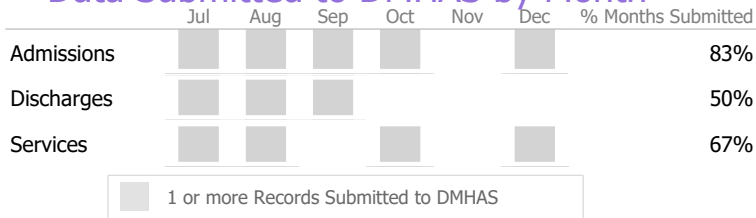* State Avg based on 111 Active Standard Outpatient Programs

PATH - CM - Outreach and Eng
Community Health Resources Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	16	75%	▲
Admits	15	7	114%	▲
Discharges	5	3	67%	▲
Service Hours	115	92	24%	▲

Service Engagement
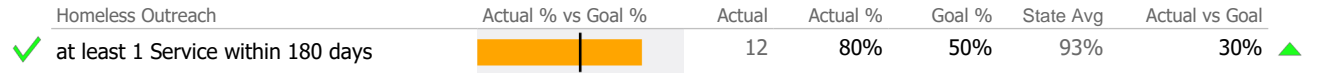
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		12	80%	50%	93%	30%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢		▢	83%
Discharges	▢	▢	▢				50%
Services	▢	▢		▢		▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 49 Active Outreach & Engagement Programs

Pilots Housing - Manchester 617297
Community Health Resources Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	16	0%
Admits	-	-	
Discharges	-	-	
Service Hours	214	211	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	94%	85%	86%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 110 Active Supportive Housing – Scattered Site Programs

Pre-Trial Drug/Alc Ed 202705
Community Health Resources Inc.
Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)
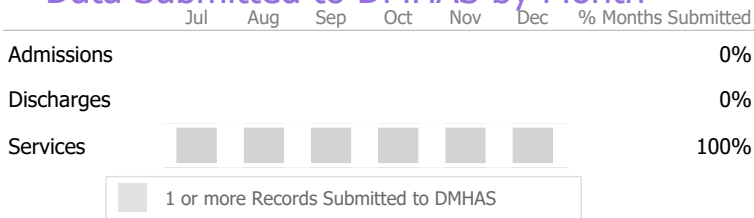
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	492	329	50%	▲
Admits	131	235	-44%	▼
Discharges	2	107	-98%	▼
Service Hours	-	-		

Data Submitted to DMHAS by Month
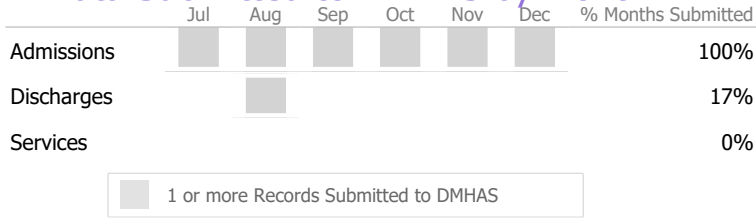
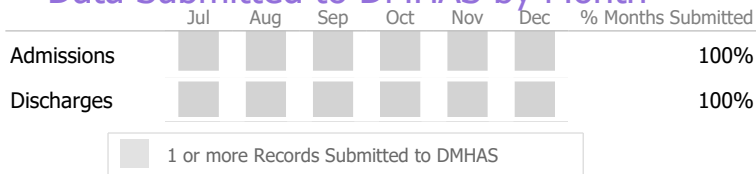|	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▮	▮	▮	▮	▮	▮	100%
Discharges		▮					17%
Services							0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Recovery Coach - Meth
Community Health Resources Inc.
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	217	225	-4%
Admits	35	37	-5%
Discharges	31	39	-21% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs

Respite - Enfield 617200
Community Health Resources Inc.
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	16	44%	▲
Admits	31	18	72%	▲
Discharges	29	14	107%	▲
Bed Days	451	575	-22%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		25	86%	85%	88%	1%
✓	Follow-up within 30 Days of Discharge		23	100%	90%	72%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		6	36 days	0.2	41%	90%	64%	-49%	▼

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

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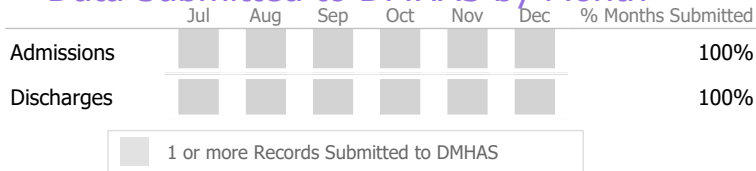
▲ > 10% Over	▼ < 10% Under

Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 10 Active Respite Bed Programs

Roots to Recovery
Community Health Resources Inc.
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	38	16%	▲
Admits	31	27	15%	▲
Discharges	31	28	11%	▲
Bed Days	2,214	1,965	13%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		20	65%	70%	64%	-5%	
● No Re-admit within 30 Days of Discharge		26	84%	85%	91%	-1%	
● Follow-up within 30 Days of Discharge		15	75%	90%	66%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		31	69%	70%	65%	-1%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	89%
✔ Valid TEDS Data		99%	93%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	3%

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		13	76 days	0.2	93%	90%	104%	3%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

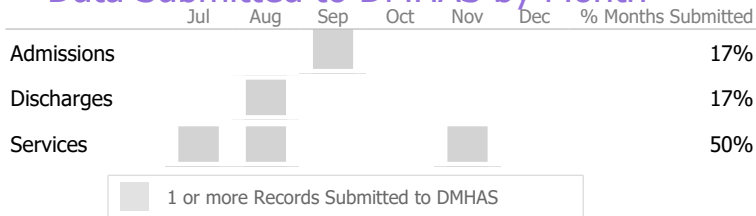* State Avg based on 24 Active Intermediate/Long Term Res.Tx 3.5 Programs

SOAR - COVID 19
Community Health Resources Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	9	89%	▲
Admits	1	9	-89%	▼
Discharges	1	-		
Service Hours	13	22	-43%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		1	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▪				17%
Discharges		▪					17%
Services	▪	▪			▪		50%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 49 Active Outreach & Engagement Programs

SOR - Hartford CC MM
Community Health Resources Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	192	188	2%	
Admits	107	123	-13%	▼
Discharges	120	75	60%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		69	57%	50%	55%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		167	80%	50%	65%	30%	▲
✓ Not Arrested		164	78%	75%	92%	3%	
○ Employed		3	1%	40%	41%	-39%	▼
○ Self Help		14	7%	60%	50%	-53%	▼
○ Stable Living Situation		4	2%	90%	88%	-88%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	98%
Valid TEDS Data		92%	99%

On-Time Periodic		Actual	State Avg
○ 6 Month Updates		18%	80%

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

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
○ Length of Stay over 1 Year		37	19%	50%	69%	-31%	▼

Data Submitted to DMHAS by Month
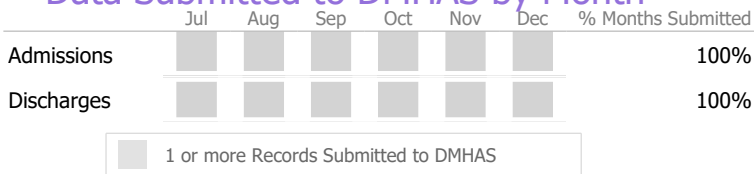
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	❙ Goal	✓ Goal Met	○ Below Goal

* State Avg based on 36 Active Methadone Maintenance Programs

Strickland Street Residence - Manchester
Community Health Resources Inc.
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,104	1,104	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	65%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	84%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	73%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

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

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		6	3,264 days	0.5	100%	90%	88%	10%

	< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 33 Active MH Intensive Res. Rehabilitation Programs

Supported Employment Enfield
Community Health Resources Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	62	42	48%	▲
Admits	27	29	-7%	
Discharges	28	14	100%	▲
Service Hours	414	285	45%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		26	42%	35%	48%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	94%	90%	92%	4%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	92%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		80%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 44 Active Employment Services Programs

Supported Employment Manchester
Community Health Resources Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)
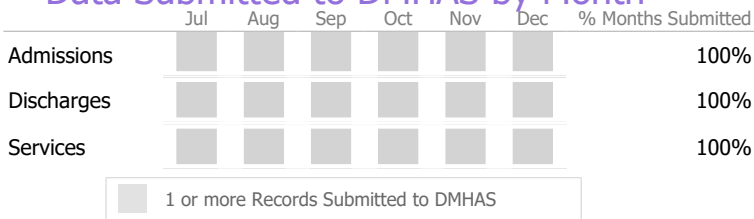
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	68	-29%	▼
Admits	9	22	-59%	▼
Discharges	9	16	-44%	▼
Service Hours	315	316	0%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		30	61%	35%	48%	26%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	92%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		71%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		☐		☐	☐	☐	67%
Discharges	☐	☐	☐	☐	☐	☐	100%
Services	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

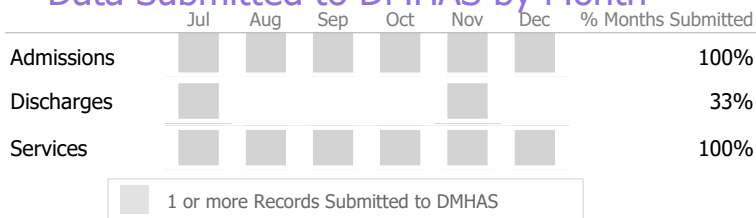* State Avg based on 44 Active Employment Services Programs

The Hub Enfield
Community Health Resources Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)
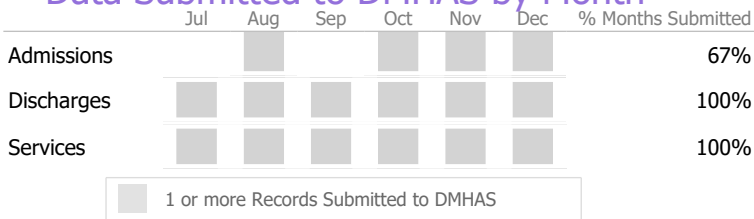
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	61	38%	▲
Admits	18	13	38%	▲
Discharges	3	3	0%	
Service Hours	51	22	129%	▲
Social Rehab/PHP/IOP Days	1,119	674	66%	▲

Service Utilization
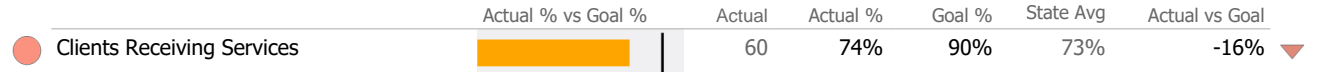
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	[bar]	60	74%	90%	73%	-16%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
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 33 Active Social Rehabilitation Programs

The Hub Manchester
Community Health Resources Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	472	376	26%	▲
Admits	88	68	29%	▲
Discharges	180	19	847%	▲
Service Hours	4	3	58%	▲
Social Rehab/PHP/IOP Days	1,696	880	93%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Clients Receiving Services	▬▬▬▬	219	70%	90%	73%	-20%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

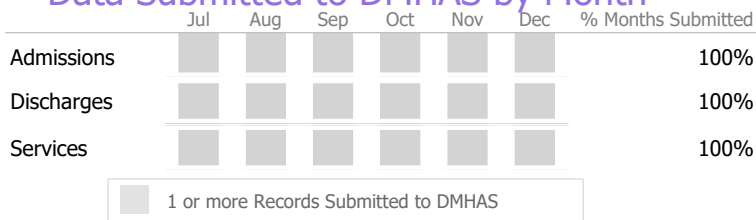* State Avg based on 33 Active Social Rehabilitation Programs

TPP Danielson
Community Health Resources Inc.
Addiction - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	64%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data	N/A	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 3 Active Court Liaison-Jail Diversion Programs

TPP Manchester
Community Health Resources Inc.
Addiction - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	64%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data	N/A	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 3 Active Court Liaison-Jail Diversion Programs

Transitional Support Program (TSP) YAS
Community Health Resources Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	15	-33%	▼
Admits	1	4	-75%	▼
Discharges	-	8	-100%	▼
Bed Days	1,758	2,300	-24%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	85%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		56%	78%

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		N/A	N/A	60%	69%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	78%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		5	50%	25%	13%	25%	▲
✔ Social Support		6	60%	60%	85%	0%	
🔴 Stable Living Situation		8	80%	95%	95%	-15%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Avg Utilization Rate		9	461 days	0.5	106%	90%	94%	16%	▲

☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			☐				17%
Discharges							0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 82 Active Supervised Apartments Programs

Willimantic OP
Community Health Resources Inc.
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	549	577	-5%	
Admits	166	280	-41%	▼
Discharges	190	245	-22%	▼
Service Hours	1,396	2,062	-32%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		93%	83%
Valid TEDS Data		64%	73%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		44%	15%

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		39	21%	50%	42%	-29%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		475	85%	75%	60%	10%	
🔴	Employed		228	41%	50%	28%	-9%	
🔴	Stable Living Situation		477	85%	95%	61%	-10%	
🔴	Abstinence/Reduced Drug Use		192	34%	55%	30%	-21%	▼
🔴	Self Help		90	16%	60%	13%	-44%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		286	78%	90%	53%	-12%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		150	90%	75%	54%	15%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

YAS CTT - Enfield 617-373
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	47	-17%	▼
Admits	4	12	-67%	▼
Discharges	24	16	50%	▲
Service Hours	998	1,795	-44%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		97%	88%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		57%	80%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		19	79%	65%	65%	14%	▲
✓	No Re-admit within 30 Days of Discharge		23	96%	85%	94%	11%	▲
🔴	Follow-up within 30 Days of Discharge		11	58%	90%	45%	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		35	88%	60%	89%	28%	▲
✓ Employed		14	35%	15%	17%	20%	▲
✓ Social Support		28	70%	60%	78%	10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	99%	10%

Data Submitted to DMHAS by Month
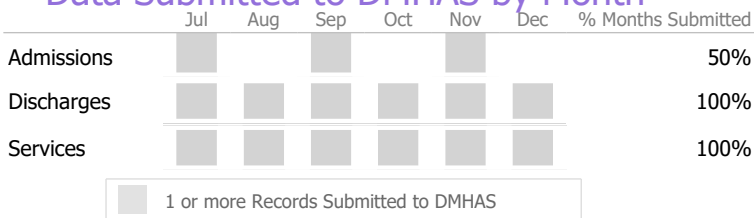
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							100%
Services							100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 24 Active Assertive Community Treatment Programs

Young Adult Services - Manchester
Community Health Resources Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 21, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	23	-9%	
Admits	3	8	-63%	▼
Discharges	2	7	-71%	▼
Service Hours	1,346	867	55%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	80%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	50%	65%	65%	-15%	▼
✔	No Re-admit within 30 Days of Discharge		2	100%	85%	94%	15%	▲
✔	Follow-up within 30 Days of Discharge		1	100%	90%	45%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		19	90%	60%	89%	30%	▲
✔	Social Support		17	81%	60%	78%	21%	▲
✔	Employed		7	33%	15%	17%	18%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		19	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▨		▨	33%
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 24 Active Assertive Community Treatment Programs