BH Care
North Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - September 2023   (Data as of Dec 26, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,318	2,134	9%	
	Admits	456	487	-6%	
	Discharges	533	450	18%	▲
	Service Hours	11,451	9,792	17%	▲
	Bed Days	3,962	3,719	7%	
	S.Rehab/PHP/IOP	1,179	846	39%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,976	63.7%
	Community Support	273	8.8%
	Social Rehabilitation	158	5.1%
	Case Management	134	4.3%
	Employment Services	94	3.0%
	Residential Services	45	1.4%
Addiction			
	Outpatient	77	2.5%
	Medication Assisted Treatment	71	2.3%
	Employment Services	15	0.5%
Forensic MH			
	Forensics Community-based	158	5.1%
Other			
	Other	103	3.3%

Consumer Satisfaction Survey   (Based on 714 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		91%	80%	93%
✔	Participation in Treatment		91%	80%	92%
✔	Respect		91%	80%	91%
✔	General Satisfaction		90%	80%	92%
✔	Overall		90%	80%	91%
✔	Access		89%	80%	88%
●	Outcome		78%	80%	83%
●	Recovery		73%	80%	79%

Legend: Satisfied % | Goal % | 0-80% | 80-100% | ✔ Goal Met | ● Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	238	10%	8%
26-34	368	16%	18%
35-44	399	17%	24%
45-54	377	16%	19%
55-64	556	24%	20%
65+	380	16%	11%

Gender

	#	%	State Avg
Female	1,177	51%	42%
Male	1,139	49%	58%
Transgender			0%

Ethnicity

	#	%	State Avg	
Non-Hispanic	1,922	83%	66%	▲
Hisp-Puerto Rican	152	7%	11%	
Hispanic-Other	138	6%	10%	
Unknown	93	4%	13%	
Hispanic-Mexican	12	1%	1%	
Hispanic-Cuban	1	0%	0%	

Race

	#	%		State Avg
White/Caucasian	1,854	80%	▲	60%
Black/African American	222	10%		17%
Other	135	6%		12%
Unknown	72	3%		8%
Asian	22	1%		1%
Am. Indian/Native Alaskan	8	0%		1%
Hawaiian/Other Pacific Islander	4	0%		0%
Multiple Races	1	0%		1%

Legend: 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	1	1	0%
Discharges	2	2	0%
Service Hours	5	1	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	50%	75%	43%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	83%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		1	100%	75%	46%	25% ▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		80%	98%
✓ Valid TEDS Data		25%	29%

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 7 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	4		▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	-	10	-100%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	43%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Clients Receiving Services		N/A	N/A	90%	83%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%
Valid TEDS Data	N/A	29%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▮ Goal	✓ Goal Met	⬤ Below Goal

* State Avg based on 7 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	34	0%	
Admits	-	2	-100%	▼
Discharges	1	1	0%	
Service Hours	151	90	67%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		33	97%	85%	85%	12%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	100%	90%	87%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		13%	75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 118 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	78	-14%	▼
Admits	5	22	-77%	▼
Discharges	36	20	80%	▲
Service Hours	117	168	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		34	51%	35%	41%	16%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	97%	90%	88%	7%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		87%	76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 37 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	246	-69%	▼
Admits	4	47	-91%	▼
Discharges	22	64	-66%	▼
Service Hours	59	123	-52%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		84%	91%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		11%	55%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		19	86%	50%	37%	36%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		58	74%	60%	62%	14%	▲
🔴	Stable Living Situation		71	91%	95%	71%	-4%	
🔴	Employed		18	23%	30%	23%	-7%	
🔴	Improved/Maintained Function Score		35	53%	75%	35%	-22%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		49	88%	90%	79%	-2%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		1	25%	75%	61%	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 75 Active Standard Outpatient 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Bed Days	736	736	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	79%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		82%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	78%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	86%	40% ▲
✓ Stable Living Situation		8	100%	90%	96%	10%
✓ Improved/Maintained Function Score		8	100%	95%	46%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	2,473 days	1.0	100%	90%	80%	10%

▨ < 90%	▨ 90-110%	▨ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▨ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 22 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	23	-4%	
Admits	-	1	-100%	▼
Discharges	-	5	-100%	▼
Service Hours	128	136	-6%	
Bed Days	2,024	1,805	12%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

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%	70%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		18	82%	60%	84%	22%	▲
✓ Stable Living Situation		22	100%	95%	93%	5%	
🔴 Improved/Maintained Function Score		17	81%	95%	51%	-14%	▼
🔴 Employed		0	0%	25%	13%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		21	2,142 days	1.0	105%	90%	95%	15%	▲

☐ < 90%	☐ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 84 Active Supervised Apartments Programs

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

Homeless to Housing Services

BH Care

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 52 Active Outreach & Engagement Programs

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

HUD 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	16	0%	
Admits	-	1	-100%	▼
Discharges	1	-		
Service Hours	73	50	44%	▲

Recovery

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

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		14	93%	90%	87%	3%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 118 Active Supportive Housing – Scattered Site Programs

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

HUD BOS 193
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)
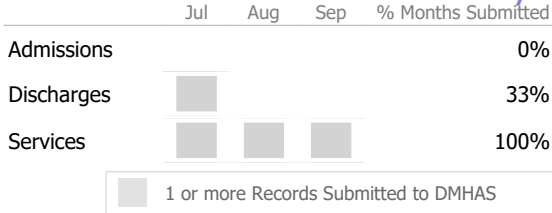
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	18	11%	▲
Admits	-	1	-100%	▼
Discharges	2	-		
Service Hours	128	52	146%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	90%	85%	85%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	94%	90%	87%	4%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		13%	75%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

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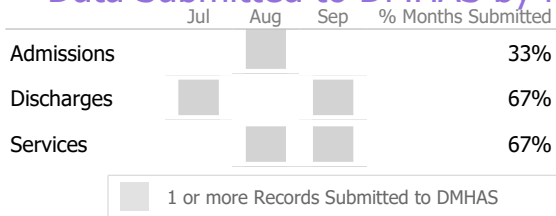
🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	87	83	5%	
Admits	3	1	200%	▲
Discharges	8	1	700%	▲
Service Hours	21	18	14%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▮ Goal	✓ Goal Met	● Below Goal

* State Avg based on 5 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	2	700%	▲
Admits	-	-		
Discharges	2	-		
Service Hours	-	-		

Data Submission Quality

Data Entry		Actual	State Avg

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis	🟧 │	25%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges			▢	33%
Services				0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

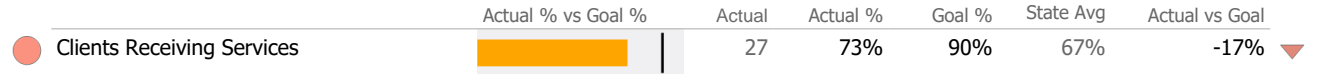| 🟧 Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 5 Active Integrated Primary Care Programs

Variances in data may be indicative of operational adjustments related to the pandemic.
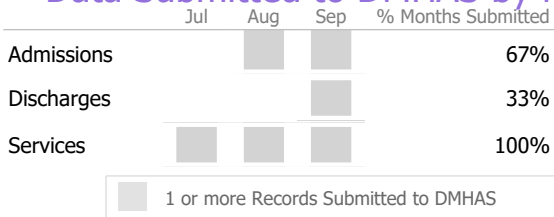
Options SR
BH Care
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	49	20%	▲
Admits	4	-		
Discharges	22	1	2100%	▲
Service Hours	-	-		
Social Rehab/PHP/IOP Days	215	43	400%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	[bar]	27	73%	90%	67%	-17%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▣	▣	67%
Discharges			▣	33%
Services	▣	▣	▣	100%

▣ 1 or more Records Submitted to DMHAS

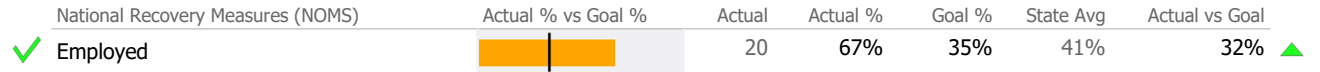| ▲ > 10% Over	▼ < 10% Under

| ▮ Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 34 Active Social Rehabilitation Programs

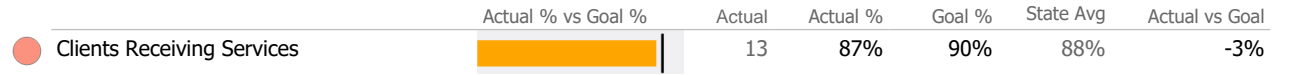Variances in data may be indicative of operational adjustments related to the pandemic.

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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	54	-48%	▼
Admits	7	11	-36%	▼
Discharges	15	1	1400%	▲
Service Hours	73	54	36%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		20	67%	35%	41%	32%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		13	87%	90%	88%	-3%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		68%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	76%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 37 Active Employment Services Programs

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

Peer Navigators
BH Care
Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 24 Active Outreach & Engagement 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	115	101	14%	▲
Admits	45	48	-6%	
Discharges	50	52	-4%	
Service Hours	180	179	0%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		66	100%	90%	68%	10%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		6	50%	0%	84%	50%	▲

Legend:
- ▲ > 10% Over
- ▼ < 10% Under
- ▮ Actual
- ❙ Goal
- ✓ Goal Met
- ● Below Goal

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▮	▮	▮	100%
Discharges	▮	▮	▮	100%
Services	▮	▮	▮	100%

▮ 1 or more Records Submitted to DMHAS

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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	138	97	42%	▲
Admits	18	5	260%	▲
Discharges	15	11	36%	▲
Service Hours	425	258	65%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		93%	91%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
🔴 6 Month Updates		11%	77%

Diagnosis	Actual % vs Goal %	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		8	53%	65%	53%	-12%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		90	65%	60%	79%	5%	
🔴 Employed		20	14%	20%	14%	-6%	
🔴 Stable Living Situation		89	64%	80%	87%	-16%	▼
🔴 Improved/Maintained Function Score		57	58%	65%	50%	-7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		110	89%	90%	93%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 35 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	76	11%	▲
Admits	15	1	1400%	▲
Discharges	5	2	150%	▲
Service Hours	269	252	7%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	91%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		97%	55%

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	20%	50%	37%	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		83	98%	60%	62%	38%	▲
✔ Employed		32	38%	30%	23%	8%	
✔ Stable Living Situation		82	96%	95%	71%	1%	
🔴 Improved/Maintained Function Score		1	1%	75%	35%	-74%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		76	95%	90%	79%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		11	73%	75%	61%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 75 Active Standard Outpatient Programs

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

Shoreline PILOTS & Next Steps
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	12	22	-47% ▼

Recovery

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	87%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	83%	75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 118 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	73	87	-16%	▼
Admits	37	37	0%	
Discharges	36	42	-14%	▼
Service Hours	222	289	-23%	▼

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
Valid NOMS Data		86%	89%
✓ Valid TEDS Data		92%	76%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		53%	11%

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		14	39%	50%	51%	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		38	51%	50%	25%	1%	
🔴 Stable Living Situation		69	92%	95%	49%	-3%	
🔴 Not Arrested		50	67%	75%	48%	-8%	
🔴 Abstinence/Reduced Drug Use		35	47%	55%	24%	-8%	
✓ Improved/Maintained Function Score		47	92%	75%	30%	17%	▲
🔴 Self Help		20	27%	60%	14%	-33%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		35	90%	90%	32%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		30	83%	75%	49%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 103 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	922	809	14%	▲
Admits	142	141	1%	
Discharges	157	106	48%	▲
Service Hours	3,590	3,197	12%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		87%	91%

On-Time Periodic		Actual	State Avg
6 Month Updates (●)		49%	55%

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		67	43%	50%	37%	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
(✓) Social Support		589	63%	60%	62%	3%	
(✓) Improved/Maintained Function Score		689	92%	75%	35%	17%	▲
(●) Employed		269	29%	30%	23%	-1%	
(●) Stable Living Situation		732	79%	95%	71%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
(✓) Clients Receiving Services		715	92%	90%	79%	2%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
(✓) 2 or more Services within 30 days		128	91%	75%	61%	16%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 75 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	20	-25%	▼
Admits	2	6	-67%	▼
Discharges	9	6	50%	▲
Service Hours	8	43	-81%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		6	40%	35%	21%	5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		4	67%	90%	57%	-23%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		51%	92%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		■		33%
Discharges	■		■	67%
Services	■	■		67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 9 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	71	45	58%	▲
Admits	14	26	-46%	▼
Discharges	9	2	350%	▲
Service Hours	328	195	68%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	99%
✓ Valid TEDS Data		97%	57%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		96%	41%

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		7	78%	50%	42%	28%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		66	93%	75%	62%	18%	▲
✓ Abstinence/Reduced Drug Use		50	70%	55%	50%	15%	▲
✓ Employed		38	54%	50%	28%	4%	
✓ Improved/Maintained Function Score		53	95%	75%	22%	20%	▲
● Stable Living Situation		62	87%	95%	59%	-8%	
● Self Help		21	30%	60%	15%	-30%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		60	97%	90%	51%	7%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	100%
Valid TEDS Data	N/A	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	15%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		N/A	N/A	55%	35%	-55% ▼
● Employed		N/A	N/A	50%	32%	-50% ▼
● Improved/Maintained Function Score		N/A	N/A	75%	19%	-75% ▼
● Not Arrested		N/A	N/A	75%	53%	-75% ▼
● Self Help		N/A	N/A	60%	41%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	47%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	28%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 6 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Bed Days	276	276	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	79%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	72%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	78%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		3	100%	90%	96%	10%
✓ Social Support		2	67%	60%	86%	7%
● Improved/Maintained Function Score		1	33%	95%	46%	-62% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	4,865 days	1.0	100%	90%	80%	10%

	< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 22 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	135	148	-9%
Admits	3	3	0%
Discharges	5	12	-58% ▼
Service Hours	756	661	14% ▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	96%	91%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	66%	77%

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	60%	65%	53%	-5%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Social Support		125	93%	60%	79%	33% ▲
✔	Improved/Maintained Function Score		118	98%	65%	50%	33% ▲
✔	Stable Living Situation		127	94%	80%	87%	14% ▲
●	Employed		17	13%	20%	14%	-7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		128	98%	90%	93%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 35 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	5	0%	
Admits	-	1	-100%	▼
Discharges	-	-		
Bed Days	460	397	16%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

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%	70%	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%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		5	100%	95%	51%	5%
✓ Stable Living Situation		5	100%	95%	93%	5%
✓ Social Support		3	60%	60%	84%	0%
🔴 Employed		1	20%	25%	13%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	2,750 days	1.0	100%	90%	95%	10%
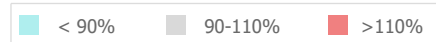
■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 84 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	59	-20%	▼
Admits	12	11	9%	
Discharges	15	9	67%	▲
Service Hours	104	26		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		33	100%	90%	68%	10%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		2	29%	0%	84%	29% ▲

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪	▪	▪	100%
Discharges	▪	▪	▪	100%
Services	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

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

Valley Next Steps II
BH Care
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	14	14%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	65	24	177%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		13	81%	85%	91%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		15	94%	90%	94%	4%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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
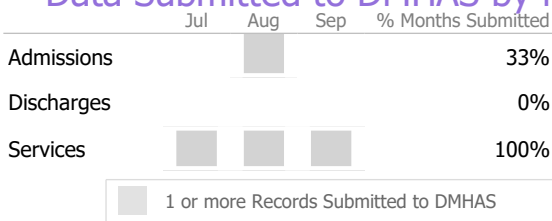
* State Avg based on 68 Active Supportive Housing – Development Programs

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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	926	784	18%	▲
Admits	128	98	31%	▲
Discharges	107	86	24%	▲
Service Hours	4,047	3,252	24%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	91%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		51%	55%

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		61	57%	50%	37%	7%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		648	70%	60%	62%	10%	
✔	Employed		288	31%	30%	23%	1%	
✔	Improved/Maintained Function Score		697	96%	75%	35%	21%	▲
🔴	Stable Living Situation		731	79%	95%	71%	-16%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		802	97%	90%	79%	7%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		124	97%	75%	61%	22%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 75 Active Standard Outpatient Programs

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

Valley PILOTS & Next Steps
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	7	-29%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	26	16	67%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		4	80%	85%	85%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	87%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

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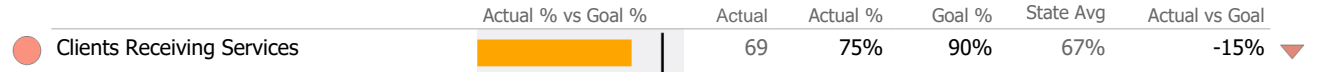
■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 118 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	100	81	23%	▲
Admits	8	7	14%	▲
Discharges	8	6	33%	▲
Service Hours	8	27	-71%	▼
Social Rehab/PHP/IOP Days	964	803	20%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	▬▬▬▬	69	75%	90%	67%	-15%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	30	-3%	
Admits	4	7	-43%	▼
Discharges	4	9	-56%	▼
Service Hours	488	381	28%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		100%	92%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✓ 6 Month Updates		87%	67%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	75%	50%	69%	25%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		27	93%	60%	74%	33%	▲
✓	Employed		9	31%	20%	17%	11%	▲
✓	Stable Living Situation		26	90%	80%	82%	10%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		25	100%	90%	78%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 24 Active Standard Case Management Programs

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

YAS Transitional Housing Program
BH Care
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	7	0%	
Admits	2	1	100%	▲
Discharges	1	3	-67%	▼
Bed Days	466	505	-8%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

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		0	0%	60%	70%	-60%	▼
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		6	86%	60%	84%	26%	▲
✓ Stable Living Situation		7	100%	95%	93%	5%	
🔴 Employed		1	14%	25%	13%	-11%	▼
✓ Improved/Maintained Function Score		4	100%	95%	51%	5%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		6	258 days	0.9	84%	90%	95%	-6%

■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%

□ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 84 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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	24	-63%	▼
Admits	1	2	-50%	▼
Discharges	1	3	-67%	▼
Service Hours	168	213	-21%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	92%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	67%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	50%	69%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		9	100%	60%	74%	40%	▲
✓	Stable Living Situation		9	100%	80%	82%	20%	▲
✓	Employed		2	22%	20%	17%	2%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		7	88%	90%	78%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Standard Case Management Programs

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