Community Health Resources Inc.
Manchester, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - December 2023   (Data as of Mar 27, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	9,107	9,589	-5%
	Admits	3,498	3,815	-8%
	Discharges	3,331	4,062	-18% ▼
	Service Hours	32,752	34,554	-5%
	Bed Days	11,577	12,694	-9%
	S.Rehab/PHP/IOP	3,813	3,322	15% ▲

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

Clients by Level of Care

Program Type / Level of Care Type	#	%
Mental Health		
Outpatient	5,881	53.7%
Social Rehabilitation	540	4.9%
Crisis Services	342	3.1%
Community Support	295	2.7%
Case Management	164	1.5%
ACT	143	1.3%
Employment Services	139	1.3%
IOP	46	0.4%
Residential Services	36	0.3%
Addiction		
Outpatient	1,240	11.3%
Medication Assisted Treatment	557	5.1%
Residential Services	209	1.9%
Recovery Support	185	1.7%
Forensics Community-based	31	0.3%
Forensic SA		
Forensics Community-based	788	7.2%
Forensic MH		
Forensics Community-based	351	3.2%

Consumer Satisfaction Survey   (Based on 1,151 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Participation in Treatment		94%	80%	92%
✔ Respect		94%	80%	91%
✔ Quality and Appropriateness		94%	80%	93%
✔ Overall		92%	80%	91%
✔ Access		92%	80%	88%
✔ General Satisfaction		91%	80%	92%
✔ Outcome		82%	80%	83%
● Recovery		79%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	1,043	11%	8%
26-34	1,982	22%	19%
35-44	2,089	23%	24%
45-54	1,480	16%	18%
55-64	1,562	17%	19%
65+	947	10%	10%

Gender	#	%	State Avg
Male	4,880	54%	59%
Female	4,200	46%	41%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	6,203	68%	60%
Black/African American	1,213	13%	17%
Other	757	8%	12%
Unknown	690	8%	8%
Asian	105	1%	1%
Am. Indian/Native Alaskan	100	1%	1%
Hawaiian/Other Pacific Islander	24	0%	0%
Multiple Races	15	0%	1%

Ethnicity	#	%	State Avg
Non-Hispanic	6,653	73%	65%
Unknown	1,029	11%	14%
Hisp-Puerto Rican	916	10%	10%
Hispanic-Other	414	5%	10%
Hispanic-Mexican	69	1%	1%
Hispanic-Cuban	26	0%	0%

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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	50	-16%	▼
Admits	7	3	133%	▲
Discharges	5	11	-55%	▼
Service Hours	1,309	1,003	30%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	23%	86%

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		1	20%	65%	54%	-45%	▼
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	83%	15%	▲
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	51%	-90%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		36	86%	60%	89%	26%	▲
✓	Social Support		32	76%	60%	77%	16%	▲
🔴	Employed		2	5%	15%	15%	-10%	
🔴	Improved/Maintained Function Score		4	11%	85%	27%	-74%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		37	100%	90%	98%	10%	

Data Submitted to DMHAS by Month
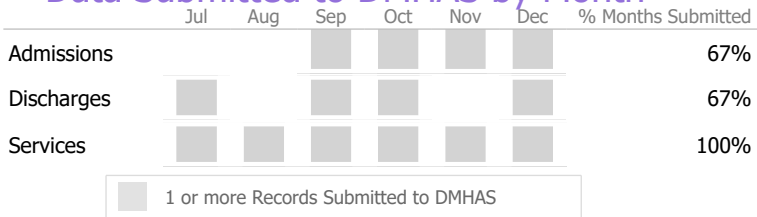
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■	■	■	■	67%
Discharges	■		■	■		■	67%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	52	-12%	▼
Admits	41	45	-9%	
Discharges	50	49	2%	
Service Hours	-	1	-100%	▼
Social Rehab/PHP/IOP Days	383	505	-24%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		40	80%	50%	66%	30%	▲
●	Follow-up within 30 Days of Discharge		31	78%	90%	58%	-12%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Function Score		50	100%	75%	68%	25%	▲
✓	Social Support		32	60%	60%	70%	0%	
●	Employed		13	25%	30%	27%	-5%	
●	Stable Living Situation		39	74%	95%	76%	-21%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		2	67%	90%	10%	-23%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	94%

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

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							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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	699	733	-5%
Admits	149	196	-24% ▼
Discharges	151	171	-12% ▼
Service Hours	2,465	2,601	-5%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		57%	52%

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		138	91%	50%	38%	41% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		246	35%	30%	25%	5%
🔴 Stable Living Situation		582	82%	95%	72%	-13% ▼
🔴 Improved/Maintained Function Score		380	65%	75%	41%	-10%
🔴 Social Support		253	36%	60%	63%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		473	85%	90%	84%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		85	58%	75%	61%	-17% ▼

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 77 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2,058	2,311	-11%	▼
Admits	443	619	-28%	▼
Discharges	482	670	-28%	▼
Service Hours	5,208	7,072	-26%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
●	6 Month Updates	44%	52%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	99%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		256	53%	50%	38%	3%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		708	34%	30%	25%	4%	
●	Stable Living Situation		1,733	83%	95%	72%	-12%	▼
●	Social Support		646	31%	60%	63%	-29%	▼
●	Improved/Maintained Function Score		819	47%	75%	41%	-28%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		1,427	89%	90%	84%	-1%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		328	75%	75%	61%	0%

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 77 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3,257	3,550	-8%	
Admits	580	688	-16%	▼
Discharges	643	731	-12%	▼
Service Hours	8,445	8,647	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	92%	90%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	28%	52%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	99%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		163	25%	50%	38%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		949	29%	30%	25%	-1%	
● Stable Living Situation		2,419	73%	95%	72%	-22%	▼
● Social Support		985	30%	60%	63%	-30%	▼
● Improved/Maintained Function Score		719	26%	75%	41%	-49%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		2,074	78%	90%	84%	-12%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		371	65%	75%	61%	-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 77 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	7	-57%	▼
Admits	-	1	-100%	▼
Discharges	-	2	-100%	▼
Bed Days	552	1,027	-46%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	58%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	83%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	74%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		87%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	90%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Improved/Maintained Function Score		2	67%	75%	43%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		5	1,113 days	0.8	60%	90%	86%	-30% ▼

■ < 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 38 Active MH Intensive Res. Rehabilitation Programs

Center Street
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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	9	0%	
Admits	-	-		
Discharges	-	-		
Service Hours	33	63	-48%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	92%	4%

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%	98%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		33%	85%

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 68 Active Supportive Housing – Development 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 2023 - December 2023 (Data as of Mar 27, 2024)
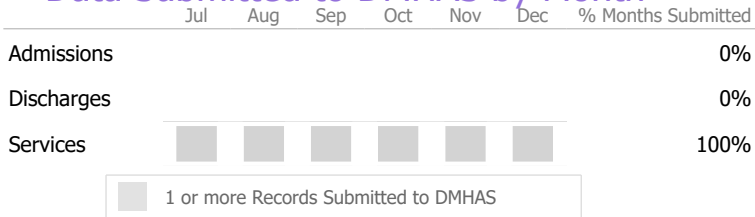
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	101	109	-8%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		8	100%	85%	92%	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		93%	98%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		50%	85%

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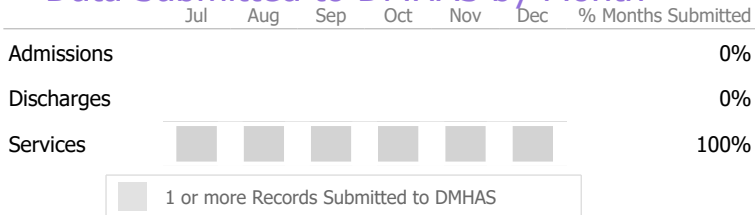
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 68 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	43	21%	▲
Admits	15	8	88%	▲
Discharges	9	10	-10%	
Service Hours	2,387	1,580	51%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	95%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		34%	86%

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	100%	65%	54%	35%	▲
✓	No Re-admit within 30 Days of Discharge		9	100%	85%	83%	15%	▲
🔴	Follow-up within 30 Days of Discharge		3	33%	90%	51%	-57%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		50	96%	60%	89%	36%	▲
✓	Social Support		40	77%	60%	77%	17%	▲
🔴	Employed		2	4%	15%	15%	-11%	▼
🔴	Improved/Maintained Function Score		12	32%	85%	27%	-53%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		43	100%	90%	98%	10%

Data Submitted to DMHAS by Month
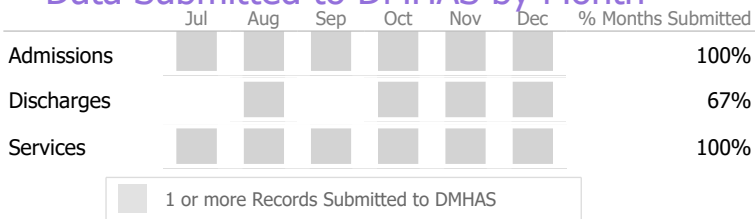
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges		▪		▪	▪	▪	67%
Services	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

Coventry House
Community Health Resources Inc.
Mental Health - Inpatient Services - Intensive Res. Rehabilitation 3.8

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	NaN

On-Time Periodic	Actual	State Avg
6 Month Updates	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 0 Active Intensive Res. Rehabilitation 3.8 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	325	271	20%	▲
Admits	352	305	15%	▲
Discharges	268	305	-12%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		309	87%	75%	76%	12%	▲
✓ Community Location Evaluation		342	96%	80%	79%	16%	▲
✓ Follow-up Service within 48 hours		249	93%	90%	87%	3%	
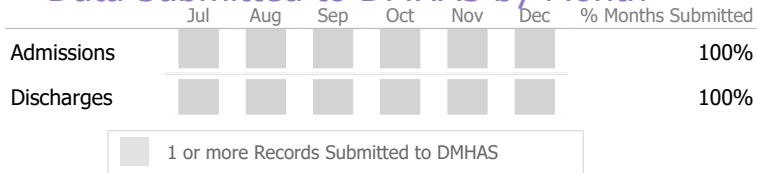
▲ > 10% Over   ▼ < 10% Under

🟧 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	44	5%	
Admits	9	8	13%	▲
Discharges	11	7	57%	▲
Service Hours	705	533	32%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		97%	91%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
🔴 6 Month Updates		52%	80%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		4	36%	65%	52%	-29%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		43	93%	80%	87%	13%	▲
🔴 Employed		6	13%	20%	15%	-7%	
🔴 Social Support		21	46%	60%	79%	-14%	▼
🔴 Improved/Maintained Function Score		18	43%	65%	54%	-22%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		35	100%	90%	97%	10%	

Data Submitted to DMHAS by Month
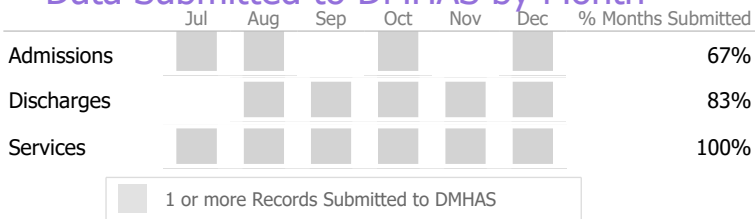
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪		▪		▪	67%
Discharges		▪	▪	▪	▪	▪	83%
Services	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 35 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	157	194	-19%	▼
Admits	54	17	218%	▲
Discharges	43	89	-52%	▼
Service Hours	2,056	2,307	-11%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	97%	91%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	94%	80%

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		17	40%	65%	52%	-25%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		142	90%	80%	87%	10%	
🔴	Employed		16	10%	20%	15%	-10%	▼
🔴	Social Support		64	41%	60%	79%	-19%	▼
🔴	Improved/Maintained Function Score		31	27%	65%	54%	-38%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		110	96%	90%	97%	6%	

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 35 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	96	89	8%	
Admits	30	7	329%	▲
Discharges	24	34	-29%	▼
Service Hours	1,723	1,344	28%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		62%	80%

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		6	25%	65%	52%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		88	91%	80%	87%	11%	▲
🔴 Employed		17	18%	20%	15%	-2%	
🔴 Social Support		46	47%	60%	79%	-13%	▼
🔴 Improved/Maintained Function Score		43	56%	65%	54%	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	99%	90%	97%	9%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
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 35 Active CSP 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 2023 - December 2023   (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	570	482	18%	▲
Admits	273	249	10%	
Discharges	195	241	-19%	▼
Service Hours	1,830	1,862	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		94%	88%
✓ Valid TEDS Data		76%	75%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		51%	10%

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		88	45%	50%	53%	-5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		517	86%	75%	53%	11%	▲
● Employed		280	47%	50%	28%	-3%	
● Abstinence/Reduced Drug Use		274	46%	55%	28%	-9%	
● Stable Living Situation		497	83%	95%	55%	-12%	▼
✓ Improved/Maintained Function Score		317	81%	75%	41%	6%	
● Self Help		74	12%	60%	15%	-48%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		290	72%	90%	37%	-18%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		179	68%	75%	46%	-7%

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 101 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	237	244	-3%
Admits	49	51	-4%
Discharges	56	54	4%
Service Hours	496	590	-16% ▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	95%	74%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		30	54%	50%	58%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		174	71%	50%	66%	21% ▲
✓ Not Arrested		220	89%	75%	93%	14% ▲
✓ Employed		110	45%	40%	39%	5%
✓ Stable Living Situation		222	90%	90%	88%	0%
✓ Improved/Maintained Function Score		182	85%	75%	50%	10%
🔴 Self Help		44	18%	60%	48%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		187	98%	90%	86%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		153	65%	50%	70%	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 38 Active Methadone Maintenance Programs

Hendee
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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4		
Admits	4	-	
Discharges	-	-	
Bed Days	319	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	58%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	83%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	74%	N/A

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	90%

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Improved/Maintained Function Score		N/A	N/A	75%	43%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		6	96 days	0.9	29%	90%	86%	-61%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■			■	33%
Discharges							0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

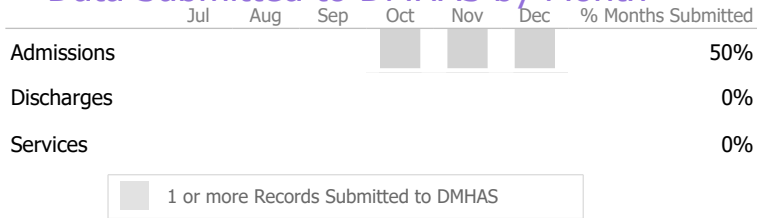* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

Homeless to Housing Services
Community Health Resources Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6		
Admits	6	-	
Discharges	-	-	
Service Hours	16	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ at least 1 Service within 180 days		5	83%	50%	92%	33% ▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 54 Active Outreach & Engagement Programs

HUD 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	7	0%	
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	50	30	65%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		7	100%	85%	86%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		6	86%	90%	92%	-4%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	86%	86%
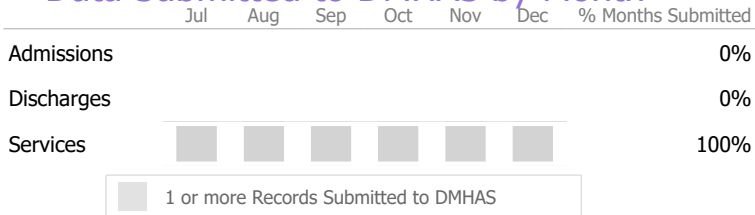
Data Submitted to DMHAS by Month

	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 117 Active Supportive Housing – Scattered Site Programs

HUD CT 0061
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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	19	-5%	
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	101	127	-20%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		18	100%	85%	86%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		18	100%	90%	92%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	78%	86%

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
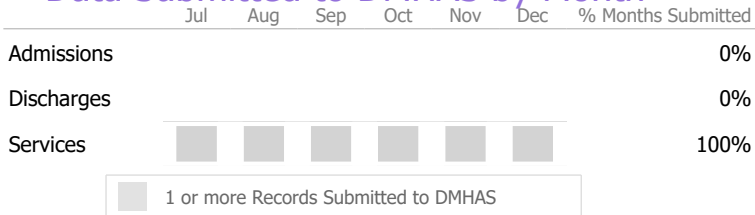
▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 117 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 2023 - December 2023 (Data as of Mar 27, 2024)
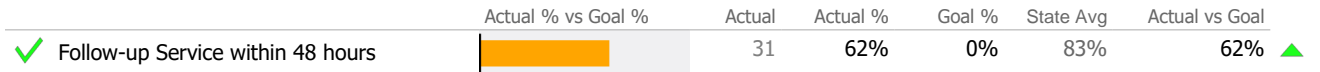
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	167	257	-35%	▼
Admits	134	216	-38%	▼
Discharges	144	161	-11%	▼
Service Hours	215	454	-53%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		41	84%	90%	71%	-6%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		31	62%	0%	83%	62% ▲

▲ > 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	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

☐ 1 or more Records Submitted to DMHAS

Jail Diversion - Manchester 606-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion
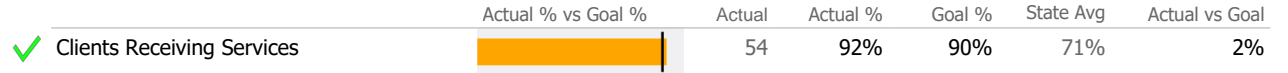
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
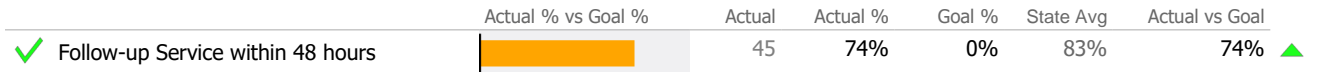Reporting Period: July 2023 - December 2023   (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	189	111	70%	▲
Admits	126	57	121%	▲
Discharges	134	74	81%	▲
Service Hours	156	108	45%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		54	92%	90%	71%	2%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		45	74%	0%	83%	74%	▲

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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	9	-44%	▼
Admits	-	1	-100%	▼
Discharges	1	4	-75%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	8%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		80%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		0	0%	50%	45%	-50%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Improved/Maintained Function Score		3	60%	75%	25%	-15%	▼
●	Not Arrested		3	60%	75%	60%	-15%	▼
●	Employed		1	20%	50%	38%	-30%	▼
●	Stable Living Situation		3	60%	95%	52%	-35%	▼
●	Abstinence/Reduced Drug Use		1	20%	55%	40%	-35%	▼
●	Self Help		1	20%	60%	42%	-40%	▼

Data Submitted to DMHAS by Month

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

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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	51	10%	
Admits	4	19	-79%	▼
Discharges	2	11	-82%	▼
Service Hours	193	173	12%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		96%	96%
✓ Valid TEDS Data		100%	60%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		20%	39%

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		1	50%	50%	47%	0%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Not Arrested		40	71%	75%	66%	-4%	
🔴	Abstinence/Reduced Drug Use		28	50%	55%	52%	-5%	
🔴	Employed		17	30%	50%	30%	-20%	▼
🔴	Improved/Maintained Function Score		24	46%	75%	27%	-29%	▼
🔴	Stable Living Situation		34	61%	95%	61%	-34%	▼
🔴	Self Help		12	21%	60%	20%	-39%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		45	83%	90%	53%	-7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢	▢	▢	▢		67%
Discharges			▢	▢			33%
Services	▢	▢	▢	▢	▢	▢	100%

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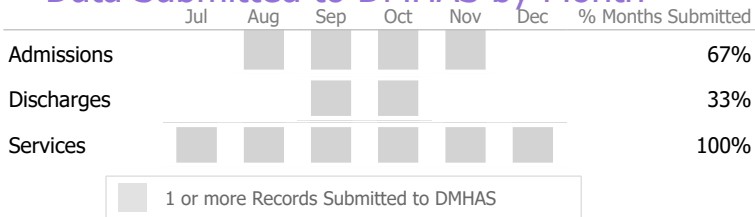
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 19 Active Buprenorphine Maintenance Programs

Milestone
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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	120	100	20%	▲
Admits	117	92	27%	▲
Discharges	113	93	22%	▲
Bed Days	2,005	2,011	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		88	78%	50%	79%	28%	▲
✓	No Re-admit within 30 Days of Discharge		104	92%	85%	90%	7%	
●	Follow-up within 30 Days of Discharge		39	44%	90%	59%	-46%	▼

Data Submission Quality

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

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

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Function Score		106	94%	75%	96%	19%	▲
✓	Abstinence/Reduced Drug Use		92	75%	70%	63%	5%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		16	19 days	0.1	68%	90%	80%	-22%	▼

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 3 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	12	8%	
Admits	10	9	11%	▲
Discharges	9	7	29%	▲
Bed Days	727	1,050	-31%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		6	67%	70%	75%	-3%	
✓	No Re-admit within 30 Days of Discharge		8	89%	85%	90%	4%	
🔴	Follow-up within 30 Days of Discharge		2	33%	90%	55%	-57%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	94%
✓ Valid TEDS Data		96%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	100%

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
🔴	Abstinence/Reduced Drug Use		9	69%	70%	75%	-1%
🔴	Improved/Maintained Function Score		8	89%	95%	93%	-6%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		8	85 days	0.4	49%	90%	68%	-41%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

Next Step Bloomfield
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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	28	0%
Admits	1	3	-67% ▼
Discharges	3	-	
Service Hours	317	356	-11% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		24	86%	85%	86%	1%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		25	100%	90%	92%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
●	6 Month Updates	67%	86%

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 117 Active Supportive Housing – Scattered Site Programs

Next Step Manchester
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 2023 - December 2023 (Data as of Mar 27, 2024)
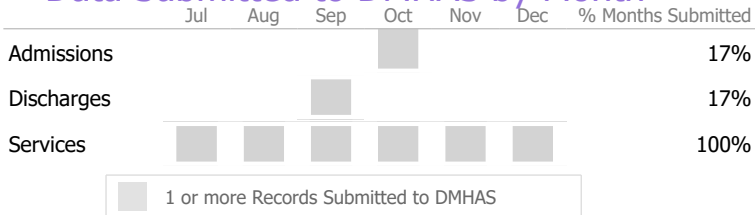
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	10	10%	
Admits	1	-		
Discharges	2	-		
Service Hours	115	129	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		11	100%	85%	86%	15%	▲

Service Utilization

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

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▪			17%
Discharges					▪	▪	33%
Services	▪	▪	▪	▪	▪	▪	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 117 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 2023 - December 2023 (Data as of Mar 27, 2024)
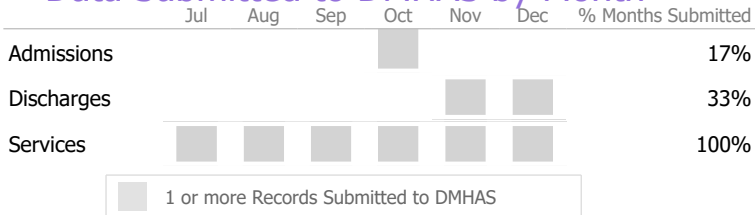
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	10	110%	▲
Admits	12	8	50%	▲
Discharges	15	7	114%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		4	27%	50%	62%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		20	95%	80%	82%	15%	▲
● Employed		0	0%	20%	18%	-20%	▼
● Social Support		2	10%	60%	72%	-50%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		69%	93%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	66%

Data Submitted to DMHAS by Month

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

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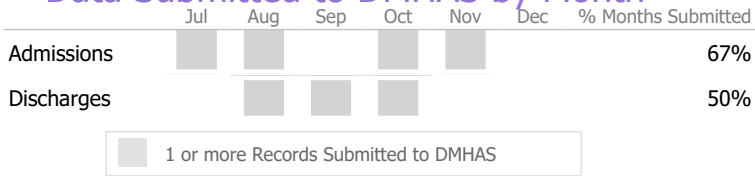
▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	8	25%	▲
Admits	4	-		
Discharges	3	-		
Bed Days	1,338	1,472	-9%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	100%	80%	86%	20%	▲
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	85%	15%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	83%	10%	

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
🔴	6 Month Updates		33%	80%

	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	80%	60%	84%	20%	▲
✓	Stable Living Situation		10	100%	90%	97%	10%	
🔴	Improved/Maintained Function Score		5	83%	95%	64%	-12%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		8	498 days	0.4	91%	90%	80%	1%

🟦 < 90%   ⬜ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 22 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	45	-16%	▼
Admits	35	41	-15%	▼
Discharges	36	38	-5%	
Bed Days	1,189	1,259	-6%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		26	72%	85%	78%	-13%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		10	47 days	0.2	65%	90%	65%	-25%	▼

■ < 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
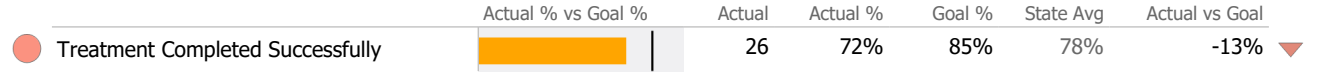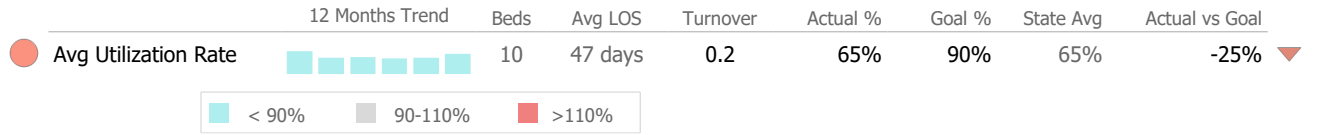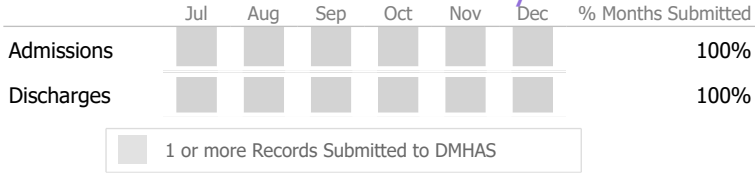
* State Avg based on 12 Active Recovery House Programs

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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	163	249	-35%	▼
Admits	96	141	-32%	▼
Discharges	76	161	-53%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		95%	88%
✓ Valid TEDS Data		86%	75%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		32%	10%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		94%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		58	76%	50%	53%	26%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		129	77%	75%	53%	2%	
● Employed		78	46%	50%	28%	-4%	
● Stable Living Situation		145	86%	95%	55%	-9%	
● Abstinence/Reduced Drug Use		70	42%	55%	28%	-13%	▼
✓ Improved/Maintained Function Score		79	78%	75%	41%	3%	
● Self Help		17	10%	60%	15%	-50%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		64	70%	75%	46%	-5%

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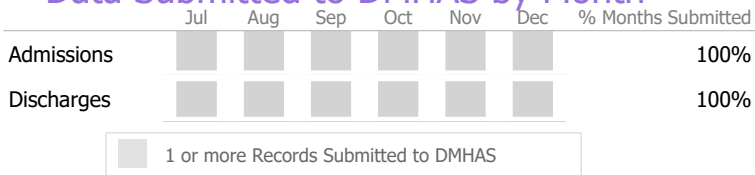
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 101 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	28	-7%	▲
Admits	12	15	-20%	▼
Discharges	7	12	-42%	▼
Service Hours	257	114	125%	▲

Service Engagement
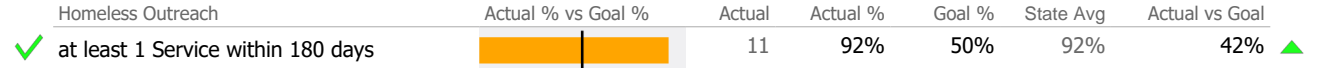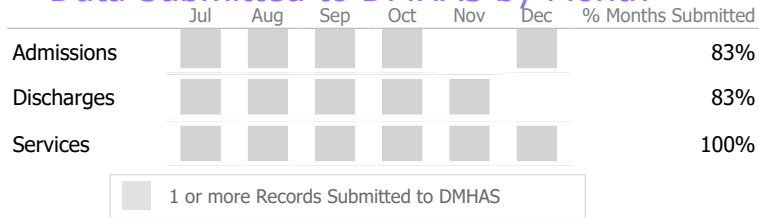
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		11	92%	50%	92%	42%	▲

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 54 Active Outreach & Engagement Programs

Peer Navigators
Community Health Resources Inc.
Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

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

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 Outreach & Engagement Programs

Pilots Manchester & CT0073
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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	16	-6%	
Admits	-	-		
Discharges	2	-		
Service Hours	124	214	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	87%	85%	86%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	92%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 117 Active Supportive Housing – Scattered Site Programs

PTIP Willimantic
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 2023 - December 2023 (Data as of Mar 27, 2024)
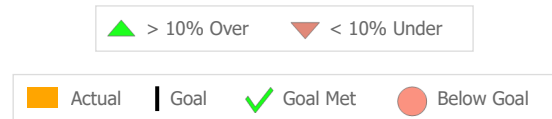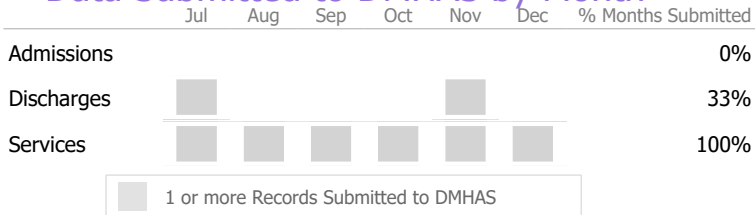
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	769	534	44%	▲
Admits	312	227	37%	▲
Discharges	235	122	93%	▲

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
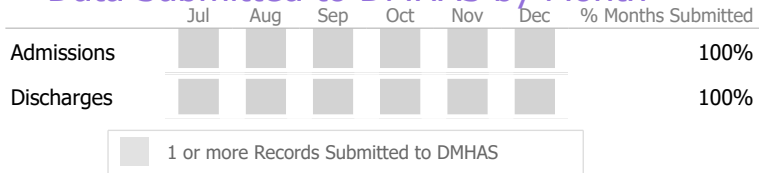
* State Avg based on 12 Active Pre-trial Intervention Programs Programs

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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	185	219	-16%	▼
Admits	20	36	-44%	▼
Discharges	26	38	-32%	▼

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
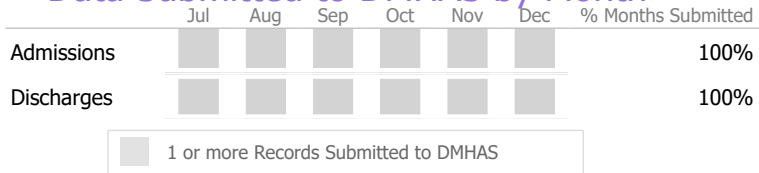
* State Avg based on 9 Active Peer Based Mentoring Programs

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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	23	-13%	▼
Admits	22	31	-29%	▼
Discharges	22	29	-24%	▼
Bed Days	569	451	26%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		20	91%	85%	88%	6%
✓	Follow-up within 30 Days of Discharge		19	100%	90%	79%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		6	73 days	0.2	52%	90%	53%	-38% ▼

🟦 < 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
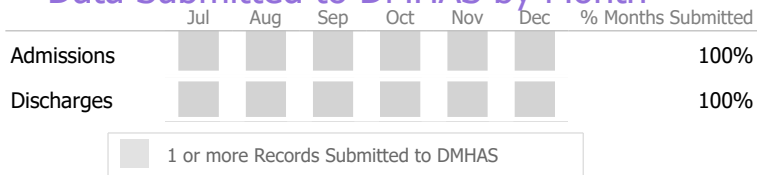
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 11 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	45	13%	▲
Admits	42	32	31%	▲
Discharges	40	33	21%	▲
Bed Days	1,964	2,187	-10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		33	82%	70%	75%	12%	▲
✓	No Re-admit within 30 Days of Discharge		36	90%	85%	90%	5%	
●	Follow-up within 30 Days of Discharge		13	39%	90%	55%	-51%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	94%
✓	Valid TEDS Data	99%	93%

On-Time Periodic		Actual	State Avg
	6 Month Updates	N/A	100%

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	
✓	Abstinence/Reduced Drug Use		47	90%	70%	75%	20%	▲
✓	Improved/Maintained Function Score		38	95%	95%	93%	0%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		13	51 days	0.2	82%	90%	68%	-8%

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

Data Submitted to DMHAS by Month

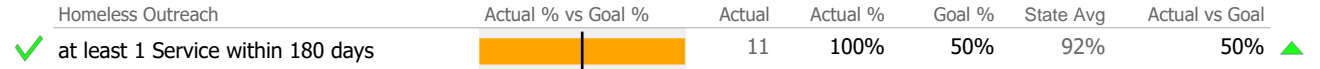|	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

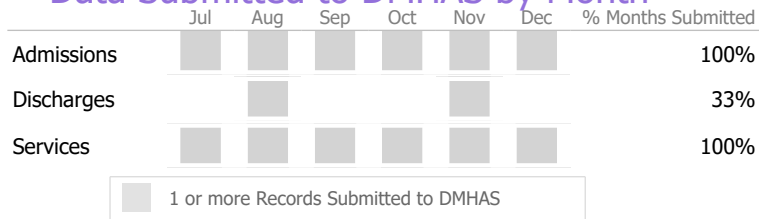* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	18	22%	▲
Admits	11	1	1000%	▲
Discharges	3	5	-40%	▼
Service Hours	49	22	124%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		11	100%	50%	92%	50%	▲

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 54 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	266	212	25%	▲
Admits	173	121	43%	▲
Discharges	142	125	14%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	47%	74%

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		93	65%	50%	58%	15%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		237	87%	50%	66%	37%	▲
🔴	Not Arrested		197	72%	75%	93%	-3%	
✓	Improved/Maintained Function Score		140	81%	75%	50%	6%	
🔴	Employed		0	0%	40%	39%	-40%	▼
🔴	Self Help		52	19%	60%	48%	-41%	▼
🔴	Stable Living Situation		0	0%	90%	88%	-90%	▼

Service Engagement

	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Length of Stay over 1 Year		20	8%	50%	70%	-42%	▼

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 38 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 2023 - December 2023   (Data as of Mar 27, 2024)

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%	58%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	83%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		0	0%	75%	43%	-75% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	90%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	3,628 days	0.5	100%	90%	86%	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 38 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	61	3%	
Admits	26	26	0%	
Discharges	36	28	29%	▲
Service Hours	340	414	-18%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		29	45%	35%	43%	10%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		28	100%	90%	93%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		87%	77%

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 37 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	76	50	52%	▲
Admits	32	10	220%	▲
Discharges	21	10	110%	▲
Service Hours	424	315	34%	▲

Recovery

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

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		55	98%	90%	93%	8%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	93%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	97%	77%

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
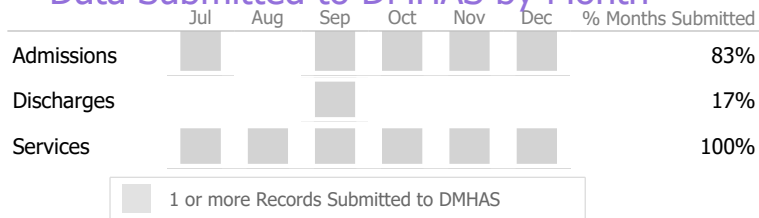
* State Avg based on 37 Active Employment Services Programs

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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	86	-23%	▼
Admits	12	20	-40%	▼
Discharges	3	4	-25%	▼
Service Hours	92	51	82%	▲
Social Rehab/PHP/IOP Days	1,412	1,119	26%	▲

Service Utilization
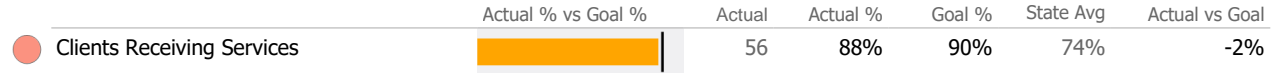
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		56	88%	90%	74%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 34 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	475	488	-3%	
Admits	116	94	23%	▲
Discharges	159	193	-18%	▼
Service Hours	1	4	-85%	▼
Social Rehab/PHP/IOP Days	2,018	1,698	19%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		277	83%	90%	74%	-7%

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 34 Active Social Rehabilitation Programs
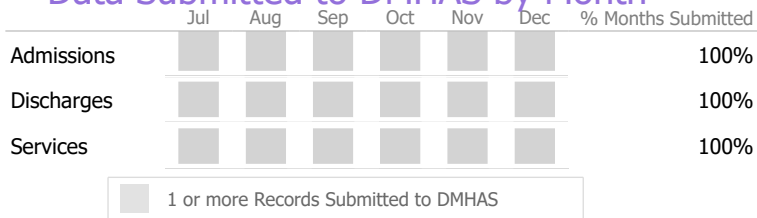
TPP Danielson
Community Health Resources Inc.
Addiction - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - December 2023   (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	9	156%	▲
Admits	11	9	22%	▲
Discharges	14	-		
Service Hours	4	2	86%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		6	67%	90%	48%	-23%	▼

Data Submission Quality

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

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

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔️ Follow-up Service within 48 hours		0	0%	0%	0%	0%

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 4 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 2023 - December 2023 (Data as of Mar 27, 2024)
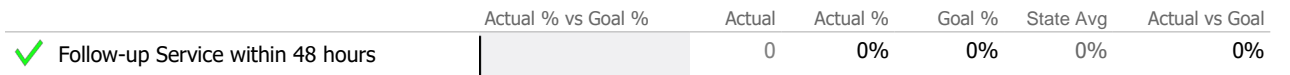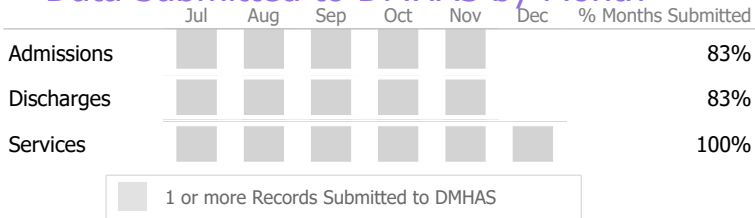
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9		
Admits	5	-	
Discharges	7	-	
Service Hours		-	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		2	100%	90%	48%	10%

Data Submission Quality

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

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

Jail Diversion

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

▲ > 10% Over	▼ < 10% Under

☐ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 4 Active Court Liaison-Jail Diversion Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		☐	☐				33%
Discharges	☐		☐		☐	☐	67%
Services			☐	☐			33%

☐ 1 or more Records Submitted to DMHAS

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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	11	27%	▲
Admits	4	2	100%	▲
Discharges	3	-		
Bed Days	1,806	1,860	-3%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	43%	86%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		2	67%	60%	66%	7%
✓	Follow-up within 30 Days of Discharge		2	100%	90%	86%	10%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		4	29%	25%	13%	4%
🔴	Social Support		8	57%	60%	86%	-3%
🔴	Stable Living Situation		10	71%	95%	96%	-24% ▼
🔴	Improved/Maintained Function Score		5	50%	95%	61%	-45% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		9	391 days	0.4	109%	90%	91%	19% ▲

🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

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

⬜ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under	

🟧 Actual	❙ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 83 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	520	547	-5%	
Admits	132	174	-24%	▼
Discharges	84	218	-61%	▼
Service Hours	923	1,418	-35%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	92%	88%
	Valid TEDS Data	59%	75%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	25%	10%

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		16	19%	50%	53%	-31%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		431	82%	75%	53%	7%	
🔴 Employed		179	34%	50%	28%	-16%	▼
🔴 Stable Living Situation		399	76%	95%	55%	-19%	▼
🔴 Abstinence/Reduced Drug Use		170	32%	55%	28%	-23%	▼
🔴 Improved/Maintained Function Score		202	50%	75%	41%	-25%	▼
🔴 Self Help		107	20%	60%	15%	-40%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		265	60%	90%	37%	-30%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		85	65%	75%	46%	-10%

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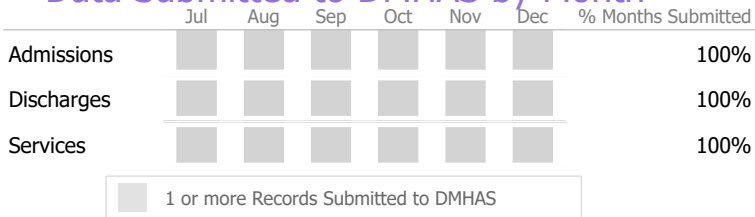
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 101 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	41	-34%	▼
Admits	10	4	150%	▲
Discharges	7	24	-71%	▼
Service Hours	1,166	998	17%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	79%	86%

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		3	43%	65%	54%	-22%	▼
✓	No Re-admit within 30 Days of Discharge		6	86%	85%	83%	1%	
🔴	Follow-up within 30 Days of Discharge		1	33%	90%	51%	-57%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		16	57%	15%	15%	42%	▲
✓	Stable Living Situation		26	93%	60%	89%	33%	▲
✓	Social Support		24	86%	60%	77%	26%	▲
🔴	Improved/Maintained Function Score		10	48%	85%	27%	-37%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		20	95%	90%	98%	5%

Data Submitted to DMHAS by Month
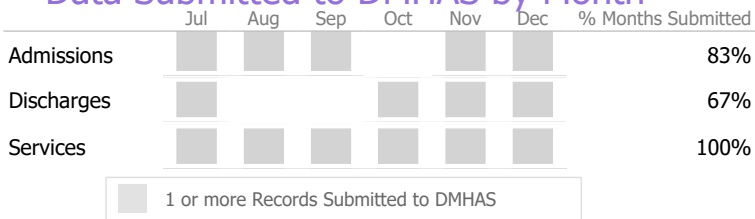
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	☐	☐	☐		☐	☐	83%
Discharges	☐			☐	☐	☐	67%
Services	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 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 2023 - December 2023 (Data as of Mar 27, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	22	9%	
Admits	5	3	67%	▲
Discharges	7	2	250%	▲
Service Hours	1,451	1,346	8%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	62%	86%

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		2	29%	65%	54%	-36%	▼
✓	No Re-admit within 30 Days of Discharge		6	86%	85%	83%	1%	
✓	Follow-up within 30 Days of Discharge		2	100%	90%	51%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		22	92%	60%	77%	32%	▲
✓	Stable Living Situation		22	92%	60%	89%	32%	▲
🔴	Employed		3	12%	15%	15%	-3%	
🔴	Improved/Maintained Function Score		8	40%	85%	27%	-45%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		17	100%	90%	98%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢		▢			50%
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 23 Active Assertive Community Treatment Programs