Community Health Resources Inc.
Manchester, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - March 2024   (Data as of Jun 11, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	10,505	10,826	-3%
	Admits	5,543	5,754	-4%
	Discharges	4,867	6,031	-19% ▼
	Service Hours	51,323	52,538	-2%
	Bed Days	17,970	18,856	-5%
	S.Rehab/PHP/IOP	5,721	4,830	18% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	6,568	51.3%
	Social Rehabilitation	603	4.7%
	Crisis Services	463	3.6%
	Community Support	354	2.8%
	Case Management	201	1.6%
	ACT	165	1.3%
	Employment Services	162	1.3%
	IOP	53	0.4%
	Residential Services	38	0.3%
Addiction			
	Outpatient	1,553	12.1%
	Medication Assisted Treatment	662	5.2%
	Residential Services	317	2.5%
	Recovery Support	200	1.6%
	Forensics Community-based	34	0.3%
Forensic SA			
	Forensics Community-based	1,000	7.8%
Forensic MH			
	Forensics Community-based	437	3.4%

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	1,269	12%	9%
26-34	2,324	22%	20%
35-44	2,435	23%	25%
45-54	1,712	16%	18%
55-64	1,726	16%	19%
65+	1,028	10%	10%

Gender

	#	%	State Avg
Male	5,707	55%	59%
Female	4,763	45%	40%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	7,491	71%	64%
Unknown	1,301	12%	14%
Hisp-Puerto Rican	1,101	10%	10%
Hispanic-Other	498	5%	10%
Hispanic-Mexican	84	1%	1%
Hispanic-Cuban	30	0%	0%

Race

	#	%	State Avg
White/Caucasian	7,076	67%	59%
Black/African American	1,391	13%	17%
Other	877	8%	12%
Unknown	871	8%	9%
Asian	125	1%	1%
Am. Indian/Native Alaskan	118	1%	1%
Hawaiian/Other Pacific Islander	30	0%	0%
Multiple Races	17	0%	1%

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

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	52	-10%	
Admits	12	5	140%	▲
Discharges	8	20	-60%	▼
Service Hours	2,234	1,437	55%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		59%	91%

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	38%	65%	55%	-27%	▼
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	87%	15%	▲
● Follow-up within 30 Days of Discharge		1	33%	90%	53%	-57%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		41	87%	60%	88%	27%	▲
✓ Social Support		34	72%	60%	78%	12%	▲
● Employed		5	11%	15%	15%	-4%	
● Improved/Maintained Function Score		7	19%	85%	28%	-66%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		39	100%	90%	99%	10%	

Data Submitted to DMHAS by Month
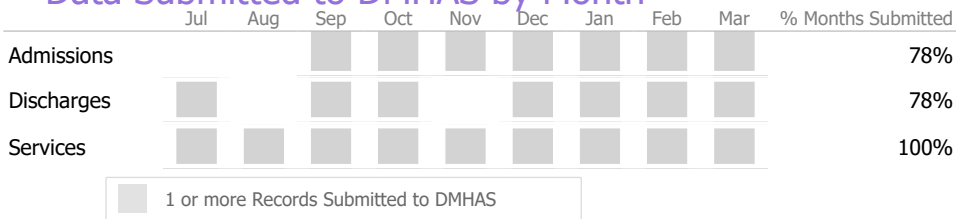
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■	■	■	■	■	■	■	78%
Discharges	■		■	■		■	■	■	■	78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	70	-24%	▼
Admits	48	66	-27%	▼
Discharges	56	69	-19%	▼
Service Hours	-	1	-100%	▼
Social Rehab/PHP/IOP Days	426	670	-36%	▼

Data Submission Quality

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

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

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		43	77%	50%	62%	27%	▲
●	Follow-up within 30 Days of Discharge		34	79%	90%	54%	-11%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Function Score		55	98%	75%	71%	23%	▲
✓	Social Support		36	60%	60%	75%	0%	
●	Employed		15	25%	30%	24%	-5%	
●	Stable Living Situation		45	75%	95%	80%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		4	100%	90%	53%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	774	852	-9%	
Admits	223	322	-31%	▼
Discharges	229	277	-17%	▼
Service Hours	3,825	4,042	-5%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		96%	89%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✓ 6 Month Updates		66%	54%

Diagnosis	Actual % vs Goal	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		199	87%	50%	42%	37%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		282	36%	30%	26%	6%	
● Stable Living Situation		691	88%	95%	74%	-7%	
● Improved/Maintained Function Score		466	70%	75%	45%	-5%	
● Social Support		297	38%	60%	65%	-22%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		525	94%	90%	89%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		146	67%	75%	66%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,285	2,570	-11% ▼
Admits	690	930	-26% ▼
Discharges	693	972	-29% ▼
Service Hours	7,614	10,727	-29% ▼

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✔ Valid NOMS Data		96%	89%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		44%	54%

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		358	52%	50%	42%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		819	35%	30%	26%	5%
● Stable Living Situation		1,998	85%	95%	74%	-10%
● Social Support		776	33%	60%	65%	-27% ▼
● Improved/Maintained Function Score		1,039	52%	75%	45%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		1,580	96%	90%	89%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		534	79%	75%	66%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,678	3,799	-3%
Admits	1,025	965	6%
Discharges	951	1,071	-11% ▼
Service Hours	13,674	12,957	6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		230	24%	50%	42%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅ Employed		1,151	30%	30%	26%	0%
🔴 Stable Living Situation		2,902	77%	95%	74%	-18% ▼
🔴 Social Support		1,177	31%	60%	65%	-29% ▼
🔴 Improved/Maintained Function Score		1,015	32%	75%	45%	-43% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✅ Valid NOMS Data		93%	89%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		28%	54%

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅ Clients Receiving Services		2,543	90%	90%	89%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅ 2 or more Services within 30 days		741	74%	75%	66%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	8	-63%	▼
Admits	-	2	-100%	▼
Discharges	-	3	-100%	▼
Bed Days	825	1,477	-44%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	59%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	76%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	65%	N/A

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	81%

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%	50%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		5	1,210 days	0.6	60%	90%	86%	-30% ▼

■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	-	-	
Service Hours	80	89	-9%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		9	100%	85%	93%	15% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		9	100%	90%	98%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)
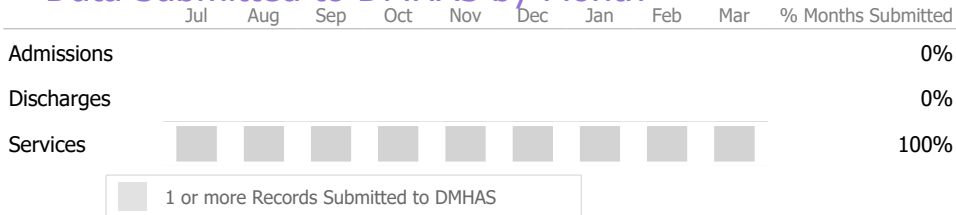
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	10	-20%	▼
Admits	-	1	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	132	171	-23%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		7	88%	85%	93%	3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		8	100%	90%	98%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		50%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)
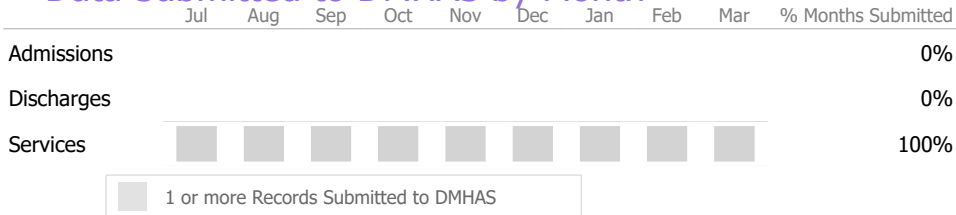
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	46	30%	▲
Admits	23	12	92%	▲
Discharges	15	14	7%	
Service Hours	3,617	2,697	34%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	97%	91%

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		14	93%	65%	55%	28%	▲
✔	No Re-admit within 30 Days of Discharge		15	100%	85%	87%	15%	▲
●	Follow-up within 30 Days of Discharge		7	50%	90%	53%	-40%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		58	97%	60%	88%	37%	▲
✔	Social Support		50	83%	60%	78%	23%	▲
●	Employed		5	8%	15%	15%	-7%	
●	Improved/Maintained Function Score		16	36%	85%	28%	-49%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		45	100%	90%	99%	10%	

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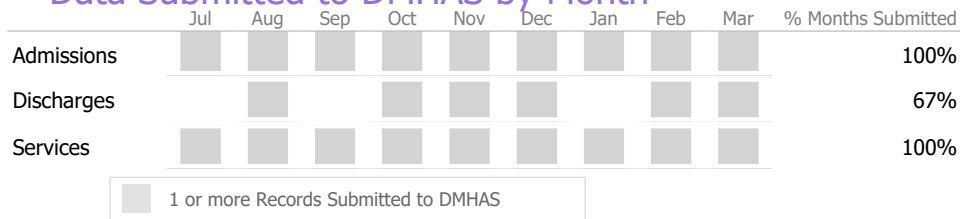
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges		■		■		■		■	■	67%
Services	■	■	■	■	■	■	■	■	■	100%

■ 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 - March 2024 (Data as of Jun 11, 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	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)
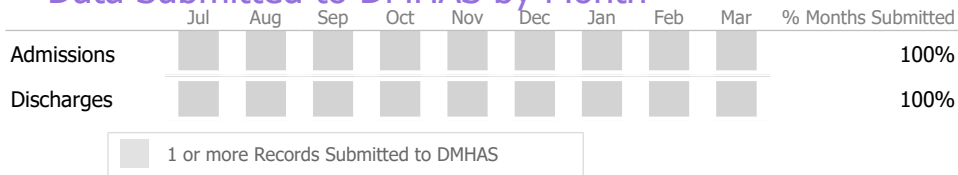
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	441	422	5%	
Admits	487	484	1%	
Discharges	429	484	-11%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		422	86%	75%	74%	11%	▲
✔	Community Location Evaluation		478	97%	80%	78%	17%	▲
✔	Follow-up Service within 48 hours		358	96%	90%	87%	6%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 26 Active Mobile Crisis Team Programs

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 - March 2024   (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	54	49	10%	▲
Admits	18	13	38%	▲
Discharges	13	9	44%	▲
Service Hours	1,031	860	20%	▲

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		91%	86%

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		5	38%	65%	51%	-27%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		53	96%	80%	86%	16%	▲
🔴 Employed		7	13%	20%	16%	-7%	
🔴 Social Support		23	42%	60%	79%	-18%	▼
🔴 Improved/Maintained Function Score		22	49%	65%	55%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	98%	90%	97%	8%

Data Submitted to DMHAS by Month
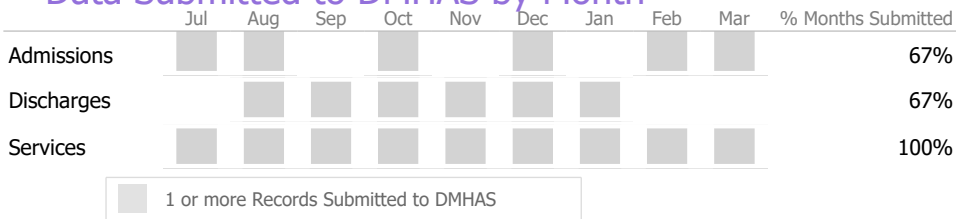
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢		▢		▢		▢	▢	67%
Discharges		▢	▢	▢	▢	▢	▢			67%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	189	216	-13%	▼
Admits	83	43	93%	▲
Discharges	66	114	-42%	▼
Service Hours	3,194	3,531	-10%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		22	33%	65%	51%	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		169	88%	80%	86%	8%	
🔴 Employed		22	11%	20%	16%	-9%	
🔴 Social Support		79	41%	60%	79%	-19%	▼
🔴 Improved/Maintained Function Score		53	36%	65%	55%	-29%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		96%	86%

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		118	94%	90%	97%	4%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	117	100	17%	▲
Admits	50	19	163%	▲
Discharges	34	40	-15%	▼
Service Hours	2,713	2,179	24%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		7	21%	65%	51%	-44%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		101	86%	80%	86%	6%	
● Employed		16	14%	20%	16%	-6%	
● Social Support		51	43%	60%	79%	-17%	▼
● Improved/Maintained Function Score		52	56%	65%	55%	-9%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	91%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		76%	86%

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		83	99%	90%	97%	9%	

Data Submitted to DMHAS by Month
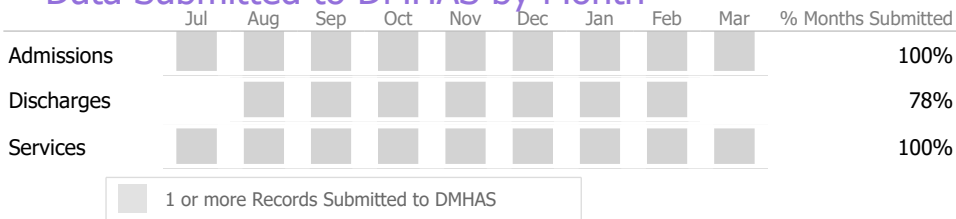
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										78%
Services										100%

☐ 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	704	614	15%	▲
Admits	430	402	7%	
Discharges	281	341	-18%	▼
Service Hours	2,937	3,030	-3%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	94%	89%
✓	Valid TEDS Data	76%	67%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	40%	9%

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		126	45%	50%	52%	-5%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		664	88%	75%	58%	13%	▲
🔴	Employed		367	48%	50%	30%	-2%	
🔴	Stable Living Situation		644	85%	95%	59%	-10%	
🔴	Abstinence/Reduced Drug Use		347	46%	55%	32%	-9%	
✓	Improved/Maintained Function Score		425	78%	75%	46%	3%	
🔴	Self Help		99	13%	60%	16%	-47%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		430	90%	90%	41%	0%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		306	77%	75%	45%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	258	259	0%
Admits	75	69	9%
Discharges	86	88	-2%
Service Hours	723	859	-16% ▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		44	51%	50%	57%	1%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	97%	73%

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Abstinence/Reduced Drug Use		187	69%	50%	65%	19% ▲
✓	Not Arrested		252	93%	75%	93%	18% ▲
✓	Improved/Maintained Function Score		206	87%	75%	55%	12% ▲
✓	Employed		111	41%	40%	38%	1%
●	Stable Living Situation		242	89%	90%	87%	-1%
●	Self Help		46	17%	60%	47%	-43% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		185	100%	90%	85%	10%

Service Engagement

Medication Assisted Treatment		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Length of Stay over 1 Year		160	62%	50%	67%	12% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5		
Admits	5	-	
Discharges	-	-	
Bed Days	688	-	

Discharge Outcomes

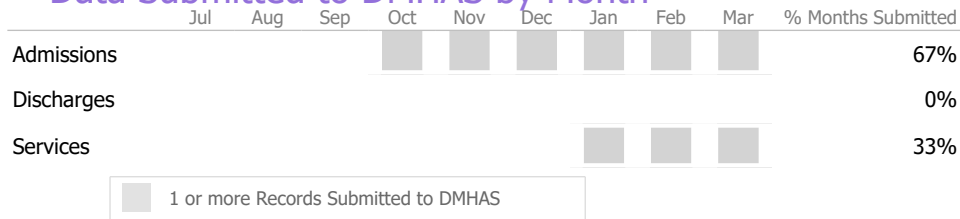|	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	59%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	76%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	65%	N/A

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	81%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		80%	94%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		0	0%	75%	50%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	172 days	0.5	42%	90%	86%	-48%
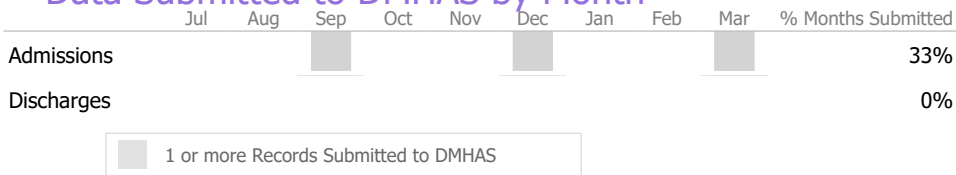
	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16		
Admits	16	-	
Discharges	-	-	
Service Hours	102	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		16	100%	50%	93%	50% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪	▪	▪	▪	▪	▪	67%
Discharges										0%
Services							▪	▪	▪	33%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 58 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	7	0%	
Admits	-	1	-100%	▼
Discharges	1	-		
Service Hours	62	50	23%	▲

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	100%	90%	94%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	83%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges						▪				11%
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

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 - March 2024 (Data as of Jun 11, 2024)
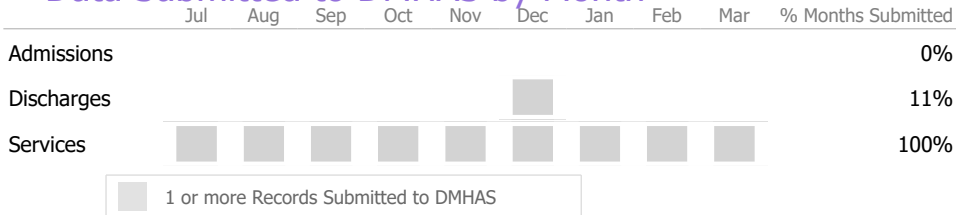
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	19	-5%	
Admits	-	1	-100%	▼
Discharges	2	1	100%	▲
Service Hours	120	203	-41%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		17	94%	85%	86%	9%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		16	100%	90%	94%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
●	6 Month Updates	56%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges							▪			11%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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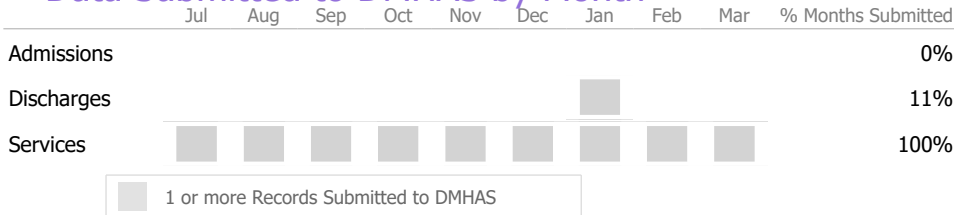
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Jail Diversion - Enfield 617-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

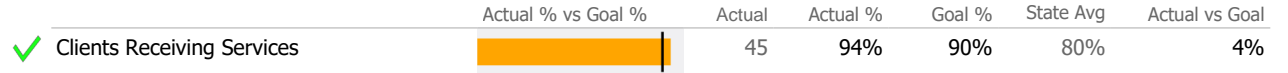Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 11, 2024)
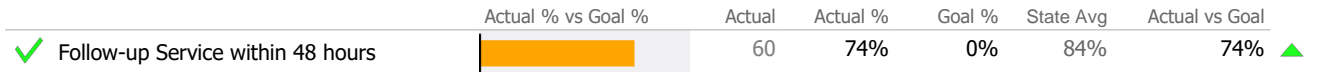
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	212	300	-29%	▼
Admits	193	282	-32%	▼
Discharges	203	264	-23%	▼
Service Hours	342	596	-43%	▼

Service Utilization
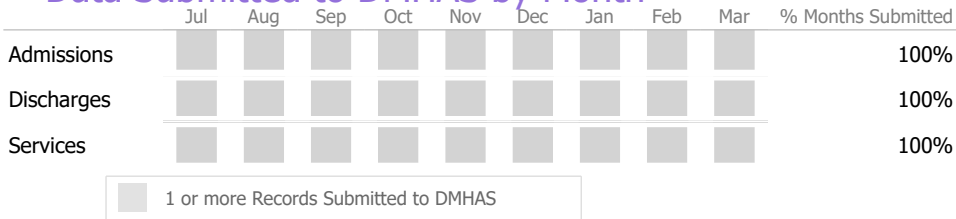
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		45	94%	90%	80%	4%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		60	74%	0%	84%	74% ▲

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

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

Jail Diversion - Manchester 606-341
Community Health Resources Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion
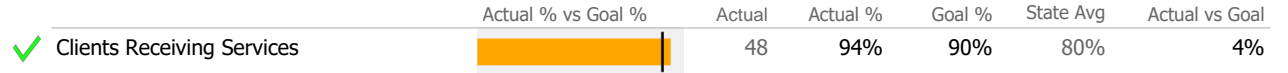
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 11, 2024)
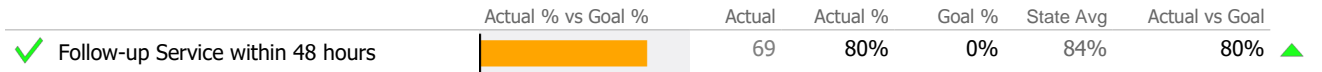
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	233	151	54%	▲
Admits	174	99	76%	▲
Discharges	190	112	70%	▲
Service Hours	231	166	39%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		48	94%	90%	80%	4%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Follow-up Service within 48 hours		69	80%	0%	84%	80% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	9	0%	
Admits	4	1	300%	▲
Discharges	2	5	-60%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	99%
Valid TEDS Data		82%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		33%	8%

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		0	0%	50%	42%	-50%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		7	78%	75%	64%	3%	
🔴	Stable Living Situation		7	78%	95%	57%	-17%	▼
🔴	Abstinence/Reduced Drug Use		3	33%	55%	41%	-22%	▼
🔴	Employed		2	22%	50%	36%	-28%	▼
✓	Improved/Maintained Function Score		4	80%	75%	28%	5%	
🔴	Self Help		2	22%	60%	41%	-38%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions									▪	11%
Discharges					▪		▪			22%

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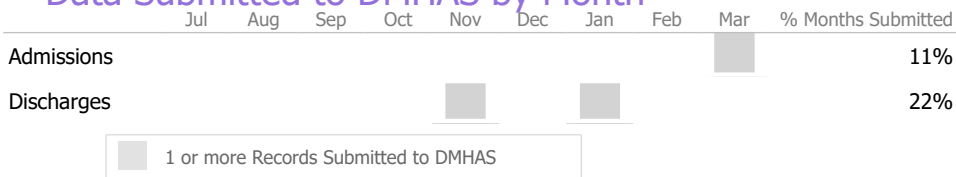
▲ > 10% Over ▼ < 10% Under

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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	58	0%
Admits	7	26	-73% ▼
Discharges	10	17	-41% ▼
Service Hours	266	243	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	97%
✓ Valid TEDS Data		98%	63%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		18%	37%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	20%	50%	47%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		31	53%	55%	54%	-2%
● Not Arrested		41	71%	75%	69%	-4%
● Employed		21	36%	50%	30%	-14% ▼
● Improved/Maintained Function Score		30	56%	75%	32%	-19% ▼
● Stable Living Situation		36	62%	95%	64%	-33% ▼
● Self Help		13	22%	60%	23%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		42	88%	90%	53%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪		▪			▪	▪	67%
Discharges		▪	▪	▪			▪		▪	67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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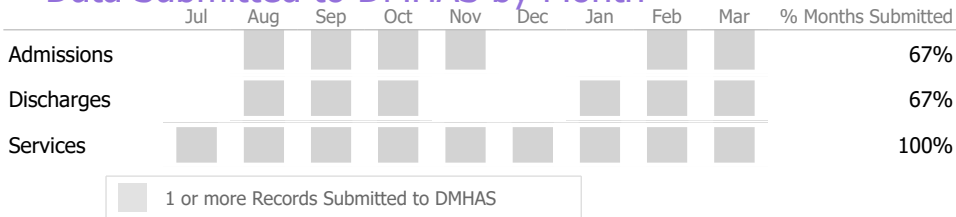
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	191	151	26%	▲
Admits	191	146	31%	▲
Discharges	185	147	26%	▲
Bed Days	3,147	2,995	5%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		146	79%	50%	79%	29%	▲
✓	No Re-admit within 30 Days of Discharge		172	93%	85%	90%	8%	
●	Follow-up within 30 Days of Discharge		61	42%	90%	56%	-48%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	96%
✓	Valid TEDS Data	98%	95%

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

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Function Score		175	95%	75%	96%	20%	▲
✓	Abstinence/Reduced Drug Use		144	73%	70%	59%	3%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		16	20 days	0.1	72%	90%	80%	-18%	▼

- ☐ < 90%
- ☐ 90-110%
- ☐ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	14	14	0%
Discharges	13	13	0%
Bed Days	1,097	1,478	-26% ▼

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✔ Valid NOMS Data		99%	93%
✔ Valid TEDS Data		97%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	50%

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		8	62%	70%	75%	-8%
✔	No Re-admit within 30 Days of Discharge		12	92%	85%	90%	7%
🔴	Follow-up within 30 Days of Discharge		2	25%	90%	56%	-65% ▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Abstinence/Reduced Drug Use		11	65%	70%	77%	-5%
🔴	Improved/Maintained Function Score		12	92%	95%	92%	-3%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		8	91 days	0.3	50%	90%	75%	-40% ▼

■ < 90%   ▢ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢		89%
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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	28	0%	
Admits	1	3	-67%	▼
Discharges	6	1	500%	▲
Service Hours	509	539	-6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		23	82%	85%	86%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅ Clients Receiving Services		22	100%	90%	94%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		81%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪						11%
Discharges			▪					▪	▪	33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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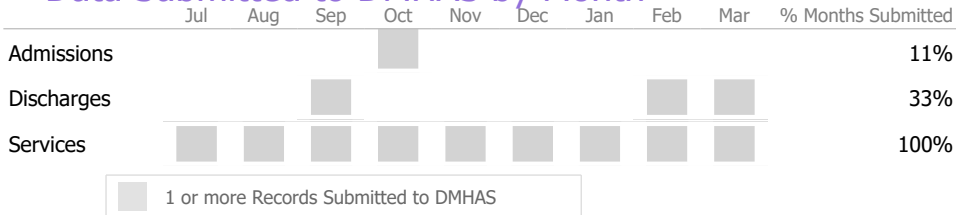
▲ > 10% Over   ▼ < 10% Under

◼ Actual   │ Goal   ✅ Goal Met   🔴 Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	10	30%	▲
Admits	3	-		
Discharges	2	-		
Service Hours	157	215	-27%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		13	100%	85%	86%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		11	100%	90%	94%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	88%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪			▪	▪		33%
Discharges					▪	▪				22%
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

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 - March 2024 (Data as of Jun 11, 2024)
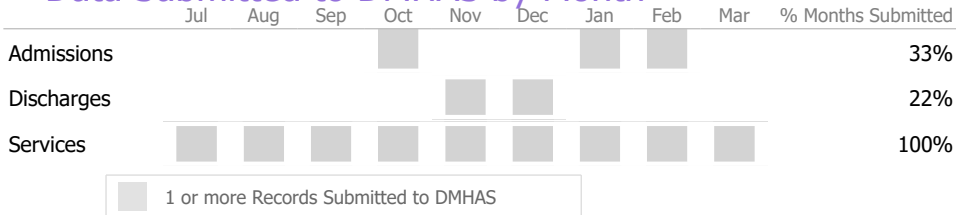
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	15	107%	▲
Admits	22	13	69%	▲
Discharges	28	11	155%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		70%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates	🔴	0%	75%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	25%	50%	62%	-25%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		26	84%	80%	82%	4%	
🔴	Employed		0	0%	20%	17%	-20%	▼
🔴	Social Support		4	13%	60%	74%	-47%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢		▢	▢		▢	▢	▢	78%
Discharges		▢	▢	▢			▢	▢	▢	67%

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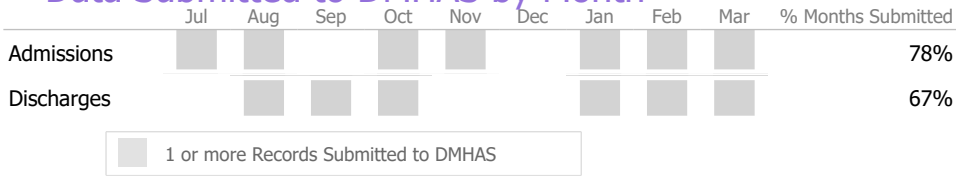
▲ > 10% Over	▼ < 10% Under

🟧 Actual	│ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 25 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	8	38%	▲
Admits	5	-		
Discharges	3	2	50%	▲
Bed Days	2,246	2,104	7%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	100%	80%	88%	20%	▲
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	88%	15%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	86%	10%	

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
🔴	6 Month Updates		17%	75%

	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		9	82%	60%	84%	22%	▲
✓	Stable Living Situation		11	100%	90%	98%	10%	
🔴	Improved/Maintained Function Score		8	89%	95%	70%	-6%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		8	472 days	0.3	102%	90%	82%	12%	▲

■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■			■	■				44%
Discharges	■			■		■				22%

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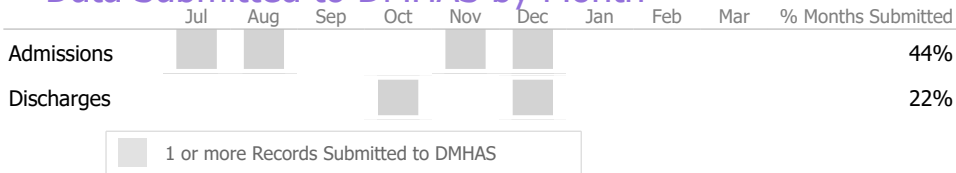
▲ > 10% Over	▼ < 10% Under

■ 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	66	-14%	▼
Admits	54	66	-18%	▼
Discharges	50	65	-23%	▼
Bed Days	1,882	1,920	-2%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		37	74%	85%	80%	-11%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		10	48 days	0.1	68%	90%	66%	-22%	▼

⬜ < 90%   ⬜ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	100%
Discharges	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	⬜	100%

⬜ 1 or more Records Submitted to DMHAS

🔺 > 10% Over   🔻 < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal
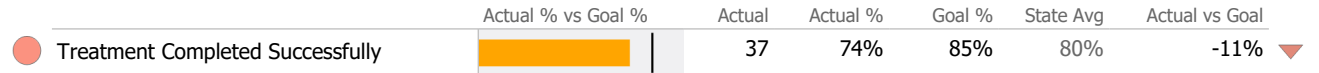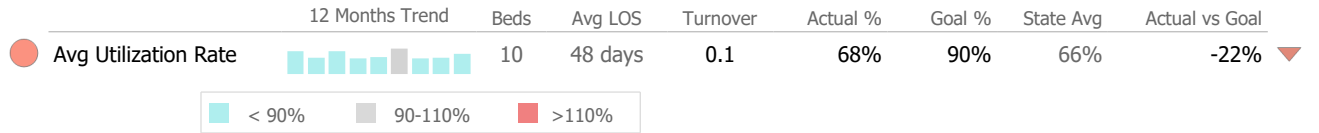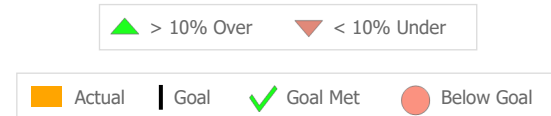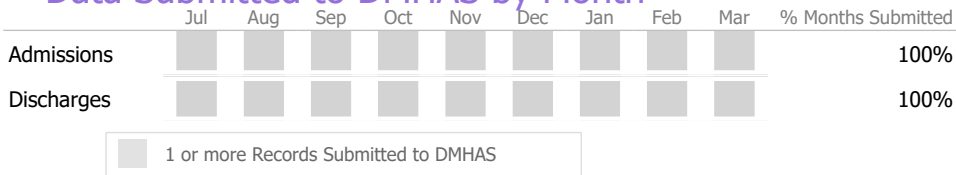
* State Avg based on 12 Active Recovery House Programs

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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	223	312	-29%	▼
Admits	156	209	-25%	▼
Discharges	111	244	-55%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	89%
✓	Valid TEDS Data	83%	67%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	8%	9%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		83	75%	50%	52%	25%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		184	79%	75%	58%	4%	
✓	Employed		117	50%	50%	30%	0%	
🔴	Stable Living Situation		203	88%	95%	59%	-7%	
🔴	Abstinence/Reduced Drug Use		98	42%	55%	32%	-13%	▼
🔴	Improved/Maintained Function Score		120	74%	75%	46%	-1%	
🔴	Self Help		22	9%	60%	16%	-51%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		111	74%	75%	45%	-1%

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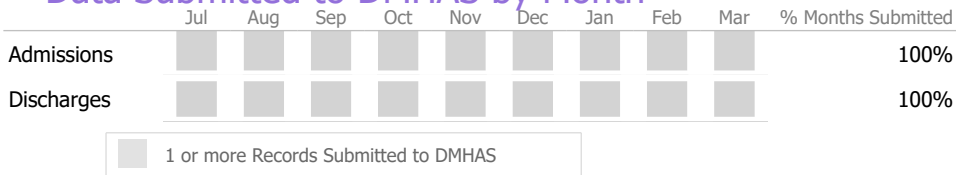
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	31	19%	▲
Admits	23	18	28%	▲
Discharges	13	19	-32%	▼
Service Hours	428	183	133%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		22	96%	50%	93%	46%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪			▪	▪	▪	▪	89%
Discharges	▪	▪	▪	▪			▪		▪	78%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 58 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 - March 2024 (Data as of Jun 11, 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	Jan	Feb	Mar	% 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 23 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	16	-6%	
Admits	-	-		
Discharges	2	1	100%	▲
Service Hours	187	328	-43%	▼

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%	94%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges	▢				▢					22%
Services		▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

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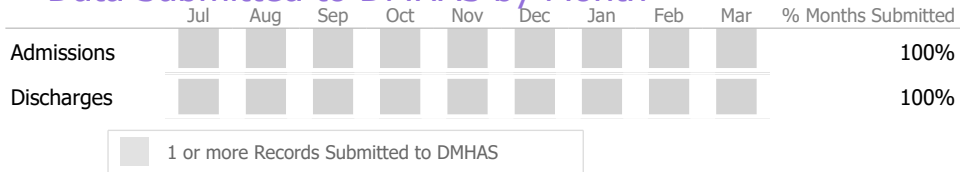
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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 - March 2024 (Data as of Jun 11, 2024)
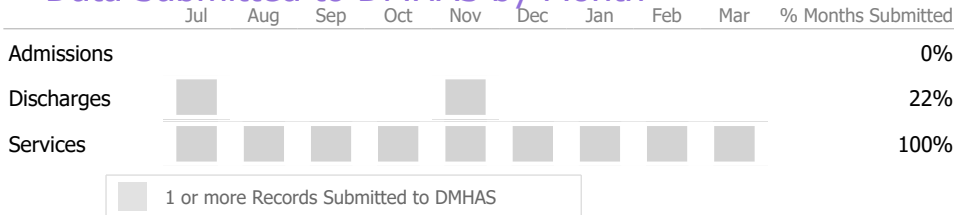
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	981	657	49%	▲
Admits	523	350	49%	▲
Discharges	304	180	69%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

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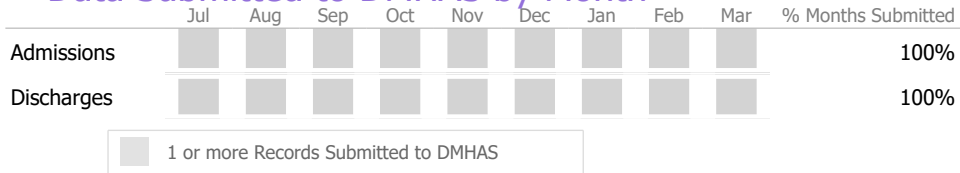
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 11 Active 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	200	223	-10%	▼
Admits	35	43	-19%	▼
Discharges	35	63	-44%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	31	-13%	▼
Admits	33	45	-27%	▼
Discharges	33	44	-25%	▼
Bed Days	769	697	10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		28	85%	85%	89%	0%
✓	Follow-up within 30 Days of Discharge		26	100%	90%	81%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		6	59 days	0.2	47%	90%	55%	-43%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Respite Bed Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	64	9%	
Admits	62	51	22%	▲
Discharges	61	55	11%	▲
Bed Days	2,952	3,238	-9%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		52	85%	70%	75%	15%	▲
✓	No Re-admit within 30 Days of Discharge		57	93%	85%	90%	8%	
●	Follow-up within 30 Days of Discharge		19	37%	90%	56%	-53%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
	6 Month Updates	N/A	50%

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		62	86%	70%	77%	16%	▲
✓	Improved/Maintained Function Score		58	95%	95%	92%	0%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		13	50 days	0.1	83%	90%	75%	-7%

< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

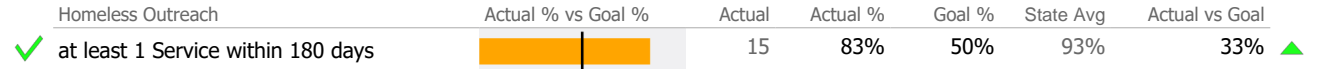Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	19	53%	▲
Admits	18	3	500%	▲
Discharges	10	7	43%	▲
Service Hours	77	39	99%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		15	83%	50%	93%	33%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪		▪	100%
Discharges		▪			▪			▪	▪	44%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 58 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
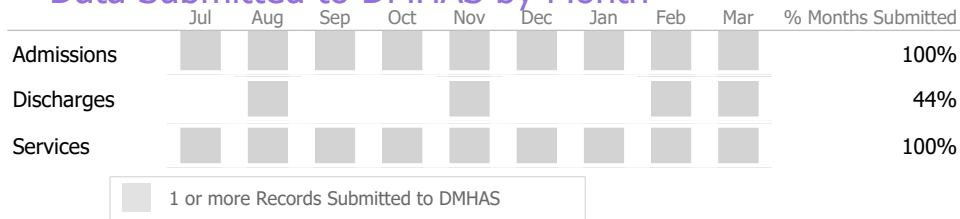Reporting Period: July 2023 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	346	283	22%	▲
Admits	260	211	23%	▲
Discharges	241	214	13%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	98%
Valid TEDS Data		97%	98%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		60%	73%

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		157	65%	50%	57%	15%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		319	88%	50%	65%	38%	▲
●	Not Arrested		270	74%	75%	93%	-1%	
✓	Improved/Maintained Function Score		239	87%	75%	55%	12%	▲
●	Employed		0	0%	40%	38%	-40%	▼
●	Self Help		50	14%	60%	47%	-46%	▼
●	Stable Living Situation		3	1%	90%	87%	-89%	▼

Service Engagement

	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Length of Stay over 1 Year		27	8%	50%	67%	-42%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,650	1,644	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	59%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	76%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	65%	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%	50%	-75% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	81%

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	3,720 days	0.3	100%	90%	86%	10%

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024   (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	66	77	-14%	▼
Admits	29	45	-36%	▼
Discharges	51	44	16%	▲
Service Hours	428	617	-31%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		29	43%	35%	41%	8%

Service Utilization

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

Data Submission Quality

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

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	96	58	66%	▲
Admits	52	18	189%	▲
Discharges	39	20	95%	▲
Service Hours	645	471	37%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		44	45%	35%	41%	10%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		58	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	95%	93%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	66%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

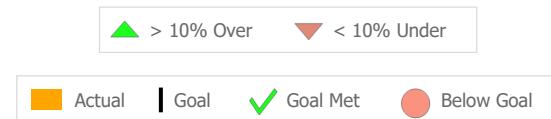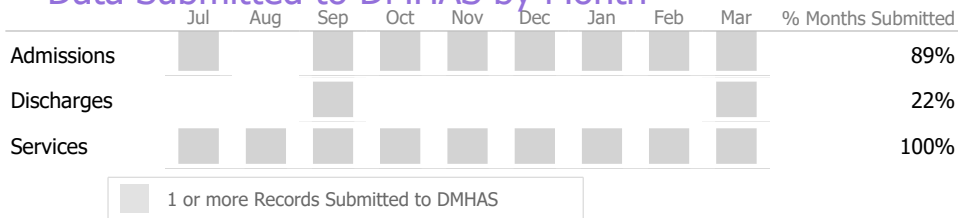* State Avg based on 37 Active Employment Services Programs

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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	76	91	-16%	▼
Admits	18	23	-22%	▼
Discharges	10	23	-57%	▼
Service Hours	132	103	28%	▲
Social Rehab/PHP/IOP Days	2,168	1,717	26%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		60	90%	90%	79%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢		▢	▢	▢	▢	▢	▢	▢	89%
Discharges			▢						▢	22%
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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	530	516	3%	
Admits	177	130	36%	▲
Discharges	162	206	-21%	▼
Service Hours	35	14	145%	▲
Social Rehab/PHP/IOP Days	3,127	2,443	28%	▲

Service Utilization
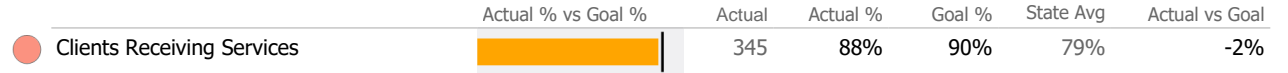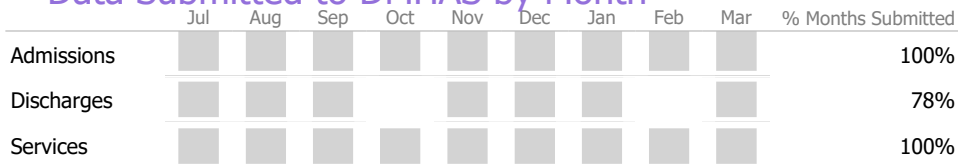
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	[bar]	345	88%	90%	79%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪		▪	▪	▪		▪	78%
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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	17	53%	▲
Admits	14	17	-18%	▼
Discharges	15	8	88%	▲
Service Hours	4	7	-43%	▼

Service Utilization
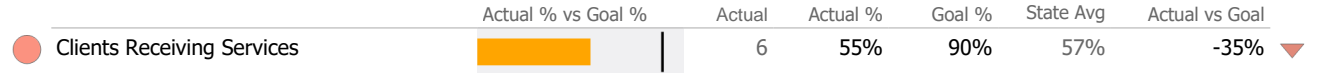
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		6	55%	90%	57%	-35%	▼

Data Submission Quality

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

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

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	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■			■		67%
Discharges	■	■	■	■	■		■			67%
Services	■	■	■	■	■	■	■		■	89%

■ 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 - March 2024 (Data as of Jun 11, 2024)
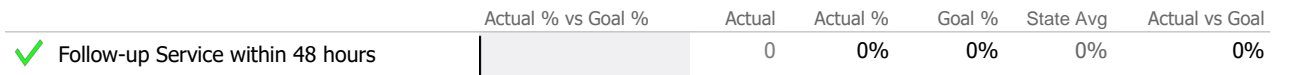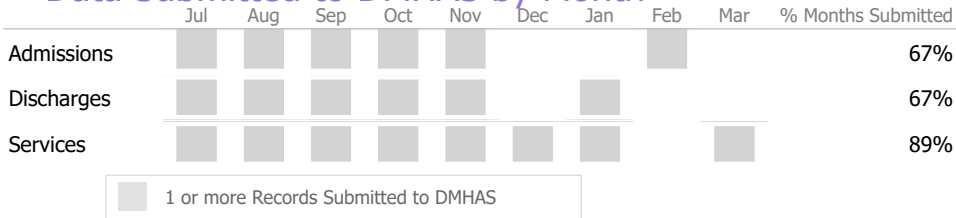
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	4	125%	▲
Admits	5	4	25%	▲
Discharges	7	1	600%	▲
Service Hours		4	-95%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		2	100%	90%	57%	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%	99%

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	Jan	Feb	Mar	% Months Submitted
Admissions		▢	▢							22%
Discharges	▢		▢		▢	▢				44%
Services			▢	▢						22%

▢ 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

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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	14	0%
Admits	5	5	0%
Discharges	5	4	25% ▲
Bed Days	2,710	2,890	-6%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	89%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		50%	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		4	80%	60%	66%	20% ▲
●	Follow-up within 30 Days of Discharge		3	75%	90%	83%	-15% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed			6	40%	25%	13%	15% ▲
✓ Social Support			10	67%	60%	86%	7%
● Stable Living Situation			14	93%	95%	95%	-2%
● Improved/Maintained Function Score			8	62%	95%	63%	-33% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		9	441 days	0.3	109%	90%	90%	19% ▲

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■	■		■		■		44%
Discharges		■	■		■		■			44%

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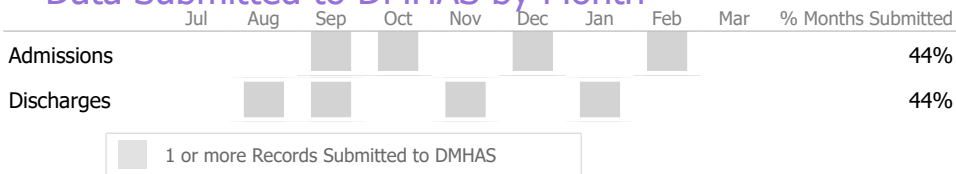
▲ > 10% Over   ▼ < 10% Under

■ 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	644	639	1%
Admits	254	273	-7%
Discharges	151	318	-53% ▼
Service Hours	1,628	2,111	-23% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	93%	89%
✓	Valid TEDS Data	64%	67%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	14%	9%

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		30	20%	50%	52%	-30% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Not Arrested		558	85%	75%	58%	10%
🔴	Employed		220	33%	50%	30%	-17% ▼
🔴	Stable Living Situation		501	76%	95%	59%	-19% ▼
🔴	Abstinence/Reduced Drug Use		217	33%	55%	32%	-22% ▼
🔴	Improved/Maintained Function Score		280	56%	75%	46%	-19% ▼
🔴	Self Help		156	24%	60%	16%	-36% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		372	74%	90%	41%	-16% ▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		186	74%	75%	45%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	43	-16%	▼
Admits	19	8	138%	▲
Discharges	13	31	-58%	▼
Service Hours	1,954	1,292	51%	▲

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
●	6 Month Updates		38%	91%

	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		5	38%	65%	55%	-27%	▼
✓	No Re-admit within 30 Days of Discharge		12	92%	85%	87%	7%	
●	Follow-up within 30 Days of Discharge		3	60%	90%	53%	-30%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		18	49%	15%	15%	34%	▲
✓	Stable Living Situation		32	86%	60%	88%	26%	▲
✓	Social Support		32	86%	60%	78%	26%	▲
●	Improved/Maintained Function Score		13	50%	85%	28%	-35%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		24	100%	90%	99%	10%	

Data Submitted to DMHAS by Month
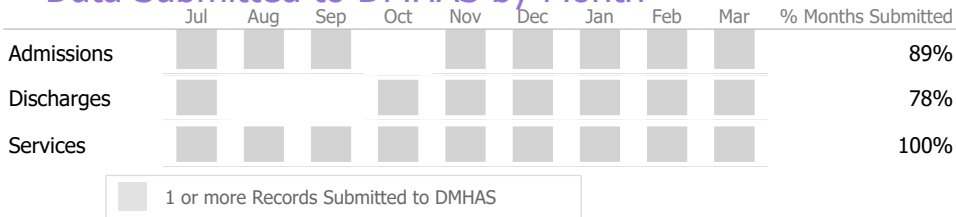
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■	■	■	■	■	89%
Discharges	■			■	■	■	■	■	■	78%
Services	■	■	■	■	■	■	■	■	■	100%

☐ 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 - March 2024 (Data as of Jun 11, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	24	0%	
Admits	6	5	20%	▲
Discharges	8	4	100%	▲
Service Hours	2,242	2,123	6%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	91%

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	25%	65%	55%	-40%	▼
✓	No Re-admit within 30 Days of Discharge		7	88%	85%	87%	3%	
●	Follow-up within 30 Days of Discharge		1	50%	90%	53%	-40%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		23	92%	60%	88%	32%	▲
✓	Social Support		22	88%	60%	78%	28%	▲
✓	Employed		6	24%	15%	15%	9%	
●	Improved/Maintained Function Score		9	41%	85%	28%	-44%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		17	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢		▢			▢			44%
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