Recovery Network of Programs
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - March 2024   (Data as of Jun 10, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,857	3,540	-19%	▼
	Admits	1,694	2,878	-41%	▼
	Discharges	1,721	2,842	-39%	▼
	Service Hours	11,994	11,810	2%	
	Bed Days	29,779	33,026	-10%	

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

Consumer Satisfaction Survey   (Based on 163 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Outcome		96%	80%	83%
✓ Respect		96%	80%	91%
✓ Access		94%	80%	88%
✓ Participation in Treatment		93%	80%	92%
✓ Recovery		91%	80%	79%

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

Clients by Level of Care

Program Type / Level of Care Type	#	%
Addiction		
Medication Assisted Treatment	1,612	51.0%
Residential Services	813	25.7%
Case Management	359	11.4%
Outpatient	301	9.5%
Mental Health		
Residential Services	59	1.9%
Forensic MH		
Crisis Services	18	0.6%

Client Demographics

Age

	#	%	State Avg
18-25	92	3%	9%
26-34	499	17%	20%
35-44	832	29%	25%
45-54	647	23%	18%
55-64	590	21%	19%
65+	192	7%	10%

Gender

	#	%	State Avg
Male	1,932	68%	59%
Female	898	32%	40%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,940	68%	64%
Hisp-Puerto Rican	505	18%	10%
Hispanic-Other	231	8%	10%
Unknown	154	5%	14%
Hispanic-Mexican	16	1%	1%
Hispanic-Cuban	11	0%	0%

Race

	#	%	State Avg
White/Caucasian	1,576	55%	59%
Black/African American	585	20%	17%
Other	441	15%	12%
Unknown	154	5%	9%
Asian	69	2%	1%
Multiple Races	18	1%	1%
Am. Indian/Native Alaskan	11	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

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

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

Center for Human Services
Recovery Network of Programs
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 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	760	864	-12% ▼
Admits	172	211	-18% ▼
Discharges	220	263	-16% ▼
Service Hours	3,580	3,940	-9%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
🔴 6 Month Updates	57%	73%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		117	53%	50%	57%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		775	97%	75%	93%	22% ▲
✓ Abstinence/Reduced Drug Use		525	66%	50%	65%	16% ▲
✓ Employed		375	47%	40%	38%	7%
✓ Stable Living Situation		750	94%	90%	87%	4%
✓ Improved/Maintained Function Score		599	81%	75%	55%	6%
🔴 Self Help		435	55%	60%	47%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		575	99%	90%	85%	9%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		571	75%	50%	67%	25% ▲

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

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

Enhanced Forensic Respite Bed (EFRB)
Recovery Network of Programs
Forensic MH - 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 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	16	17	-6%
Discharges	17	17	0%
Service Hours	2,057	1,025	101% ▲
Bed Days	550	504	9%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		17	100%	85%	100%	15% ▲
●	Follow-up within 30 Days of Discharge		6	43%	90%	55%	-47% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		3	36 days	0.1	67%	90%	41%	-23% ▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submission Quality

Data Entry		Actual	State Avg

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	61%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 7 Active Respite Bed Programs

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

First Step WM
Recovery Network of Programs
Addiction - Residential Services - Medically Monitored Detox 3.7D

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	330	1,094	-70%	▼
Admits	350	1,323	-74%	▼
Discharges	365	1,325	-72%	▼
Bed Days	1,726	5,649	-69%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		247	68%	80%	76%	-12%	▼
●	No Re-admit within 30 Days of Discharge		283	78%	85%	79%	-7%	
●	Follow-up within 30 Days of Discharge		105	43%	90%	53%	-47%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	88%
	Valid TEDS Data	90%	98%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	0%	33%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	81%	99%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		27	10 days	0.1	23%	90%	73%	-67%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪					▪	56%
Discharges	▪	▪	▪	▪					▪	56%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 6 Active Medically Monitored Detox 3.7D Programs

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

Garner MM Solid Ground Recovery
Recovery Network of Programs
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 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	19	58%	▲
Admits	21	12	75%	▲
Discharges	21	10	110%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		17	81%	50%	57%	31%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		29	91%	50%	65%	41%	▲
✓	Not Arrested		27	84%	75%	93%	9%	
●	Self Help		17	53%	60%	47%	-7%	
●	Improved/Maintained Function Score		17	74%	75%	55%	-1%	
●	Employed		0	0%	40%	38%	-40%	▼
●	Stable Living Situation		7	22%	90%	87%	-68%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%
Valid TEDS Data	95%	98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	73%

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

Service Engagement

Medication Assisted Treatment		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Length of Stay over 1 Year		2	7%	50%	67%	-43%	▼

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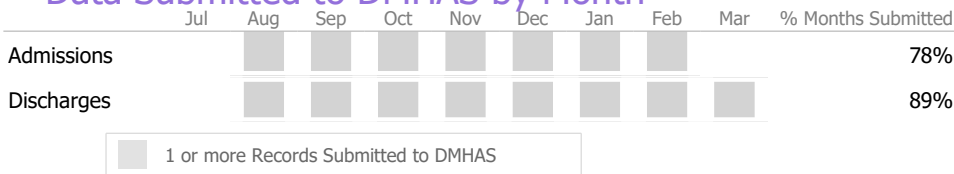
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪	▪	▪	▪	▪	▪		78%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪		89%

▪ 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

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

Horizon Inten Res 025601
Recovery Network of Programs
Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	175	179	-2%
Admits	167	169	-1%
Discharges	171	170	1%
Bed Days	3,562	3,625	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	89%
✓ Valid TEDS Data	95%	93%

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

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		135	79%	80%	78%	-1%
🔴 No Re-admit within 30 Days of Discharge		142	83%	85%	89%	-2%
🔴 Follow-up within 30 Days of Discharge		99	73%	90%	61%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		158	87%	60%	74%	27% ▲
✓ Improved/Maintained Function Score		150	87%	75%	83%	12% ▲
🔴 Abstinence/Reduced Drug Use		100	55%	70%	41%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		15	28 days	0.1	86%	90%	94%	-4%

□ < 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 7 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

Iranistan House
Recovery Network of Programs
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 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	1	4	-75% ▼
Discharges	2	4	-50% ▼
Bed Days	1,922	2,049	-6%

Data Submission Quality

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

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

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%	80%	88%	-30% ▼
✓	No Re-admit within 30 Days of Discharge		2	100%	85%	88%	15% ▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	86%	10%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		9	100%	90%	98%	10%
✓	Social Support		6	67%	60%	84%	7%
🔴	Improved/Maintained Function Score		6	75%	95%	70%	-20% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		8	788 days	0.4	87%	90%	82%	-3%

	< 90%		90-110%		>110%

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
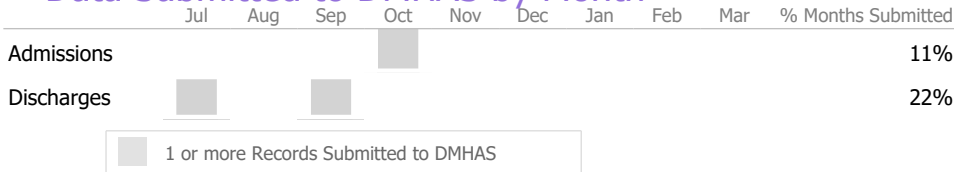
▲ > 10% Over   ▼ < 10% Under

Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 22 Active Group Home Programs

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

Kinsella Treatment Center MM 301862
Recovery Network of Programs
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 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	836	961	-13%	▼
Admits	268	297	-10%	
Discharges	304	351	-13%	▼
Service Hours	3,853	4,099	-6%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		88%	73%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		182	60%	50%	57%	10%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		871	97%	75%	93%	22%	▲
✓	Improved/Maintained Function Score		715	86%	75%	55%	11%	▲
✓	Abstinence/Reduced Drug Use		486	54%	50%	65%	4%	
✓	Self Help		565	63%	60%	47%	3%	
✓	Stable Living Situation		812	91%	90%	87%	1%	
●	Employed		343	38%	40%	38%	-2%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		594	99%	90%	85%	9%

Service Engagement

Medication Assisted Treatment		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Length of Stay over 1 Year		551	66%	50%	67%	16%	▲

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

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

New Prospects 025613
Recovery Network of Programs
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 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	228	214	7%	
Admits	213	199	7%	
Discharges	218	197	11%	▲
Bed Days	4,882	5,081	-4%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		179	82%	50%	79%	32%	▲
✓	No Re-admit within 30 Days of Discharge		193	89%	85%	90%	4%	
●	Follow-up within 30 Days of Discharge		106	59%	90%	56%	-31%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	96%
	Valid TEDS Data	88%	95%

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		214	98%	75%	96%	23%	▲
●	Abstinence/Reduced Drug Use		105	45%	70%	59%	-25%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		20	26 days	0.1	89%	90%	80%	-1%

▢ < 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

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

Recovery Counseling Services OP
Recovery Network of Programs
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 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	301	358	-16%	▼
Admits	188	265	-29%	▼
Discharges	212	251	-16%	▼
Service Hours	1,894	2,124	-11%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		98%	89%
✔ Valid TEDS Data		82%	67%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		91%	9%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		91%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		133	63%	50%	52%	13%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		304	97%	75%	58%	22%	▲
✔ Self Help		211	67%	60%	16%	7%	
✔ Abstinence/Reduced Drug Use		195	62%	55%	32%	7%	
✔ Stable Living Situation		301	96%	95%	59%	1%	
● Employed		152	49%	50%	30%	-1%	
✔ Improved/Maintained Function Score		219	89%	75%	46%	14%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		100	99%	90%	41%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		145	78%	75%	45%	3%

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

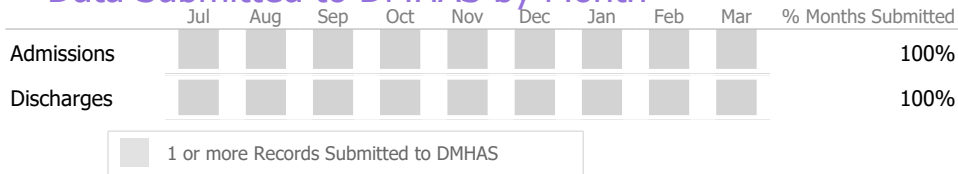▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 101 Active Standard Outpatient Programs

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

Shelter 301450
Recovery Network of Programs
Addiction - Residential Services - Shelter

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	99	113	-12%	▼
Admits	69	86	-20%	▼
Discharges	72	84	-14%	▼
Bed Days	8,309	8,816	-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
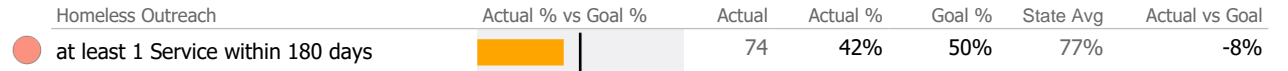
▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 5 Active Shelter Programs

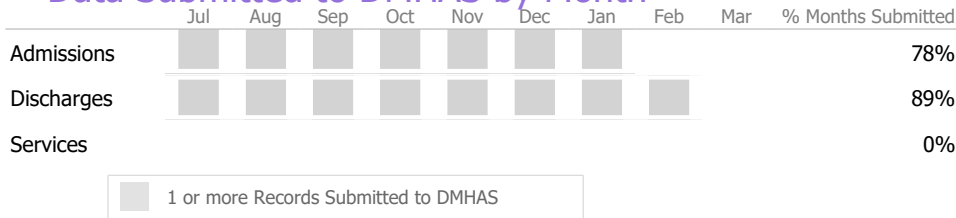Variances in data may be indicative of operational adjustments related to the pandemic.

SOR HCWH
Recovery Network of Programs
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 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	359	170	111%	▲
Admits	179	240	-25%	▼
Discharges	72	110	-35%	▼
Service Hours	-	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● at least 1 Service within 180 days		74	42%	50%	77%	-8%

Data Submitted to DMHAS by Month

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

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

Supervised Apartment Program
Recovery Network of Programs
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 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	8	25%	▲
Admits	3	3	0%	
Discharges	2	1	100%	▲
Bed Days	2,867	1,452	97%	▲

Data Submission Quality

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

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

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		2	100%	60%	66%	40%	▲
✔ Follow-up within 30 Days of Discharge		2	100%	90%	83%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		10	100%	60%	86%	40%	▲
✔ Stable Living Situation		10	100%	95%	95%	5%	
● Employed		0	0%	25%	13%	-25%	▼
● Improved/Maintained Function Score		6	67%	95%	63%	-28%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Avg Utilization Rate		15	3,730 days	0.6	132%	90%	90%	42%	▲
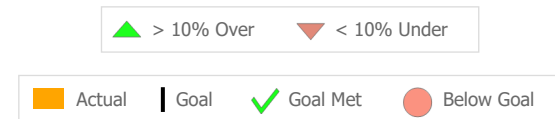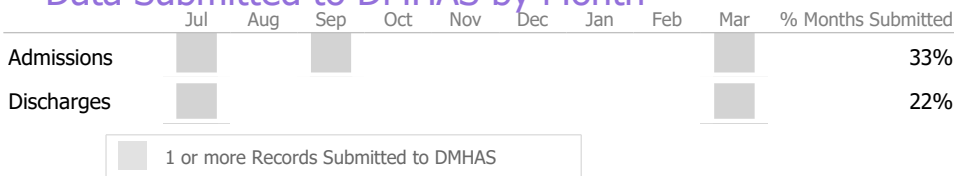
■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS by Month

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

■ 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

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

Supported Apartment Program
Recovery Network of Programs
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	24	-17%	▼
Admits	5	2	150%	▲
Discharges	3	8	-63%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	97%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	92%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	67%	50%	70%	17%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		19	95%	60%	85%	35%	▲
✓	Stable Living Situation		19	95%	85%	96%	10%	
●	Employed		2	10%	25%	15%	-15%	▼
●	Improved/Maintained Function Score		7	39%	95%	49%	-56%	▼

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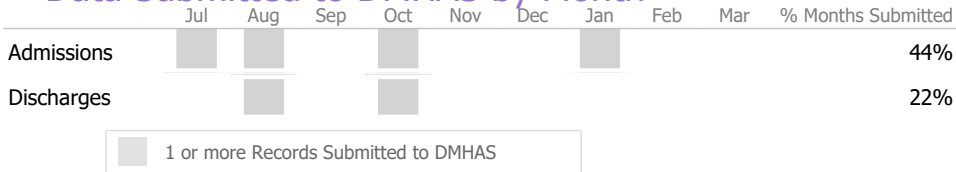
▲ > 10% Over   ▼ < 10% Under
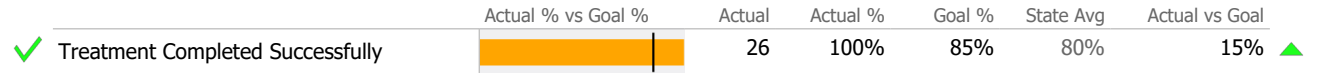
▮ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Residential Support Programs

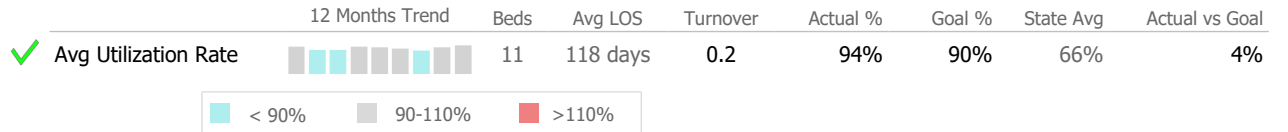Variances in data may be indicative of operational adjustments related to the pandemic.

Tina Klem Serenity House 301 038
Recovery Network of Programs
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 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	40	-10%	
Admits	27	30	-10%	
Discharges	26	30	-13%	▼
Bed Days	2,837	2,897	-2%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully	▮▮▮▮	26	100%	85%	80%	15%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate	▭▭▭▭▭▭▭▭	11	118 days	0.2	94%	90%	66%	4%

▫ < 90%	▫ 90-110%	▫ >110%

Data Submitted to DMHAS by Month

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

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

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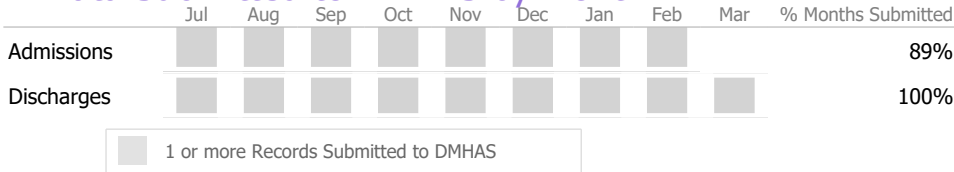
* State Avg based on 12 Active Recovery House Programs

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

Urban Model (Supportive) 117-260
Recovery Network of Programs
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 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	20	-35%	▼
Admits	6	13	-54%	▼
Discharges	6	13	-54%	▼
Service Hours	610	622	-2%	
Bed Days	2,120	1,953	9%	

Data Submission Quality

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

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	50%	60%	66%	-10%	▼
✔	Follow-up within 30 Days of Discharge		3	100%	90%	83%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		12	92%	60%	86%	32%	▲
✔	Employed		4	31%	25%	13%	6%	
✔	Stable Living Situation		13	100%	95%	95%	5%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		8	360 days	0.3	96%	90%	90%	6%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										44%
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 83 Active Supervised Apartments Programs

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

Urban Model TransHsing 117-251
Recovery Network of Programs
Mental Health - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	12	0%
Admits	9	7	29% ▲
Discharges	10	8	25% ▲
Bed Days	1,004	1,000	0%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	95%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	90%

Discharge Outcomes

		Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully	Actual % vs Goal %	6	60%	95%	74%	-35% ▼
✔ No Re-admit within 30 Days of Discharge	Actual % vs Goal %	10	100%	85%	93%	15% ▲
🔴 Follow-up within 30 Days of Discharge	Actual % vs Goal %	3	50%	90%	81%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Improved/Maintained Function Score		9	90%	75%	47%	15% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		5	172 days	0.3	73%	90%	73%	-17% ▼

🟦 < 90%   ⬜ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

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

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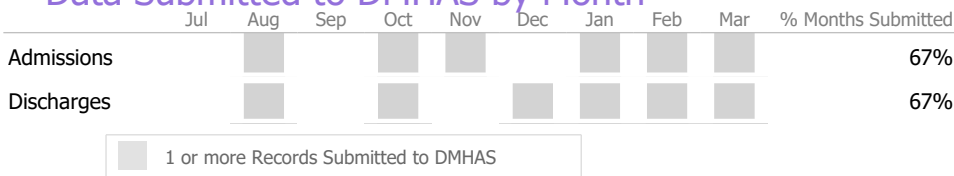
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 8 Active Transitional Programs

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