Community Renewal Team (CRT)
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,452	1,292	12%	▲
	Admits	200	407	-51%	▼
	Discharges	61	181	-66%	▼
	Service Hours	1,039	1,057	-2%	
	Bed Days	184	172	7%	

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

Consumer Satisfaction Survey (Based on 230 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		100%	80%	92%
✓ Overall		99%	80%	91%
✓ Respect		99%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Outcome		97%	80%	83%
✓ Participation in Treatment		96%	80%	92%
✓ Access		93%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	1,362	90.9%
Forensic SA			
	Case Management	106	7.1%
Mental Health			
	Outpatient	22	1.5%
	Case Management	8	0.5%
Forensic MH			
	Crisis Services	1	0.1%

Client Demographics

Age	#	%	State Avg
18-25	65	4%	8%
26-34	335	23%	19%
35-44	457	32%	25%
45-54	286	20%	18%
55-64	208	14%	19%
65+	99	7%	11%

Gender	#	%		State Avg
Male	1,161	80%	▲	59%
Female	291	20%	▼	41%
Transgender/Other				0%

Ethnicity	#	%		State Avg
Non-Hispanic	690	48%	▼	64%
Unknown	280	19%		14%
Hisp-Puerto Rican	260	18%		10%
Hispanic-Other	213	15%		11%
Hispanic-Mexican	5	0%		1%
Hispanic-Cuban	4	0%		0%

Race	#	%		State Avg
Black/African American	408	28%		18%
Other	380	26%	▲	12%
Unknown	367	25%	▲	9%
White/Caucasian	254	17%	▼	58%
Asian	24	2%		1%
Multiple Races	9	1%		1%
Am. Indian/Native Alaskan	8	1%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

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

Asian Family Service OP 627210
Community Renewal Team (CRT)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	21	5%	
Admits	1	17	-94%	▼
Discharges	3	-		
Service Hours	40	25	62%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	78%	47%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		20	91%	60%	60%	31%	▲
✓ Stable Living Situation		22	100%	95%	72%	5%	
● Employed		4	18%	30%	24%	-12%	▼
● Improved/Maintained Function Score		3	14%	75%	43%	-61%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		15	68%	90%	76%	-22%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		1	100%	75%	81%	25%	▲

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

CORP-Prison Off Re-entry703555
Community Renewal Team (CRT)
Forensic MH - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	2	-50%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	-	-		
Bed Days	184	172	7%	

Data Submission Quality

Data Entry	Actual	State Avg

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	59%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	94%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	59%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		1	469 days	0.5	100%	90%	64%	10%

< 90% | 90-110% | >110%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 8 Active Respite Bed Programs

Next Steps - Pilots
Community Renewal Team (CRT)
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	266	263	1%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		7	88%	85%	83%	3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		8	100%	90%	88%	10%

Data Submission Quality

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

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	88%	80%

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

Post-Release Transitional Forensic Case Management
Community Renewal Team (CRT)
Forensic SA - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	97	92	5%	
Admits	50	65	-23%	▼
Discharges	32	58	-45%	▼
Service Hours	397	518	-23%	▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	2%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully	21	66%	50%	86%	16%	▲

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support	87	90%	60%	93%	30%	▲
✓ Stable Living Situation	89	92%	80%	81%	12%	▲
✓ Employed	24	25%	20%	26%	5%	
● Self Help	42	43%	60%	60%	-17%	▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	54	75%	90%	66%	-15%

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Pre-Release Transitional Forensic Case Management
Community Renewal Team (CRT)
Forensic SA - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	12	8%	
Admits	2	8	-75%	▼
Discharges	7	10	-30%	▼
Service Hours	20	23	-13%	▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		6	86%	50%	86%	36%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		12	92%	60%	93%	32%	▲
✓ Self Help		10	77%	60%	60%	17%	▲
● Employed		1	8%	20%	26%	-12%	▼
● Stable Living Situation		6	46%	80%	81%	-34%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		3	50%	90%	66%	-40%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■			■			33%
Discharges	■	■	■				50%
Services	■	■	■	■			67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

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Community Renewal Team (CRT)

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	83%	-85%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	88%	N/A

Data Submission Quality

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

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

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

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

SA Outpatient 703725
Community Renewal Team (CRT)
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,362	1,107	23%	▲
Admits	147	233	-37%	▼
Discharges	19	77	-75%	▼
Service Hours	316	141	125%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	92%
✓ Valid TEDS Data	85%	51%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	2%	8%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	21%	50%	53%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		273	20%	50%	25%	-30% ▼
● Not Arrested		587	43%	75%	47%	-32% ▼
● Abstinence/Reduced Drug Use		291	21%	55%	27%	-34% ▼
● Stable Living Situation		495	36%	95%	48%	-59% ▼
● Self Help		14	1%	60%	13%	-59% ▼
● Improved/Maintained Function Score		20	2%	75%	38%	-73% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		120	9%	90%	39%	-81% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		10	7%	75%	63%	-68% ▼

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 105 Active Standard Outpatient Programs