BH Care
North Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,066	2,829	8%
	Admits	1,548	1,415	9%
	Discharges	1,470	1,395	5%
	Service Hours	34,104	33,245	3%
	Bed Days	13,165	11,971	10%
	S.Rehab/PHP/IOP	5,887	4,260	38% ▲

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

Consumer Satisfaction Survey

(Based on 760 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		92%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ Respect		91%	80%	91%
✓ Overall		90%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Access		87%	80%	88%
● Outcome		78%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	2,618	61.2%
	Community Support	356	8.3%
	Case Management	273	6.4%
	Social Rehabilitation	199	4.7%
	Employment Services	122	2.9%
	Residential Services	46	1.1%
Addiction			
	Outpatient	140	3.3%
	Medication Assisted Treatment	95	2.2%
	Employment Services	39	0.9%
	Case Management	12	0.3%
Forensic MH			
	Forensics Community-based	253	5.9%
Other			
	Other	123	2.9%

Client Demographics

Age	#	%	State Avg
18-25	349	11%	8%
26-34	522	17%	19%
35-44	549	18%	25%
45-54	512	17%	18%
55-64	648	21%	18%
65+	497	16%	11%

Gender	#	%	State Avg
Female	1,555	50%	40%
Male	1,521	49%	59%
Transgender/Other	4	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,449	80% ▲	64%
Hispanic-Other	261	8%	11%
Hisp-Puerto Rican	220	7%	10%
Unknown	130	4%	14%
Hispanic-Mexican	16	1%	1%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	2,371	77% ▲	58%
Black/African American	364	12%	17%
Other	181	6%	12%
Unknown	73	2%	9%
Asian	42	1%	1%
Am. Indian/Native Alaskan	22	1%	1%
Multiple Races	21	1%	1%
Hawaiian/Other Pacific Islander	6	0%	0%

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

Bettor Choice Shorline
BH Care
Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	6	167%	▲
Admits	8	4	100%	▲
Discharges	3	3	0%	
Service Hours	106	25		

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	97%
✓ Valid TEDS Data	42%	26%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	70%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		1	33%	75%	60%	-42%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	92%	90%	89%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		7	88%	75%	72%	13%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions					■	■	■	■	■	56%
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 8 Active Gambling Outpatient Programs

Bettor Choice Valley
BH Care
Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	1	300%	▲
Admits	1	1	0%	
Discharges	1	-		
Service Hours	13	2		

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
✓ Valid TEDS Data	50%	26%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	70%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	75%	60%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		2	67%	90%	89%	-23%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		1	100%	75%	72%	25%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■							11%
Discharges								■		11%
Services	■	■	■	■		■	■	■		78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Gambling Outpatient Programs

BH Care Rental Assistance CT 0062
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	34	-9%
Admits	1	-	
Discharges	2	3	-33% ▼
Service Hours	116	352	-67% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		30	97%	85%	83%	12% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		29	100%	90%	94%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions								■		11%
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 121 Active Supportive Housing – Scattered Site Programs

BHcare Voc Services DMHAS Valley
BH Care
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	73	-21%	▼
Admits	27	13	108%	▲
Discharges	31	45	-31%	▼
Service Hours	329	281	17%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		24	38%	35%	43%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	97%	90%	98%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	92%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	60%	92%

Data Submitted to DMHAS for 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 36 Active Employment Services Programs

BHH ADULT NAE
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	76	98	-22%	▼
Admits	24	14	71%	▲
Discharges	26	39	-33%	▼
Service Hours	153	192	-20%	▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	5%	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		4	15%	50%	44%	-35%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		63	83%	60%	61%	23%	▲
● Stable Living Situation		64	84%	95%	74%	-11%	▼
● Employed		13	17%	30%	26%	-13%	▼
● Improved/Maintained Function Score		37	54%	75%	47%	-21%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		12	50%	75%	79%	-25%	▼

Data Submitted to DMHAS for 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 79 Active Standard Outpatient Programs

Harbor House Group Residence
BH Care
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	2	-		
Discharges	2	-		
Bed Days	1,769	2,200	-20%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	94%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		1	50%	80%	86%	-30%	▼
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	89%	15%	▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	84%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		9	100%	60%	86%	40%	▲
● Stable Living Situation		8	89%	90%	99%	-1%	
● Improved/Maintained Function Score		7	88%	95%	74%	-7%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	2,888 days	0.4	81%	90%	86%	-9%

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

Data Submitted to DMHAS for Month

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

HARP Supervised Apts
BH Care
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	23	4%	
Admits	3	1	200%	▲
Discharges	4	1	300%	▲
Service Hours	436	469	-7%	
Bed Days	7,789	6,095	28%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	87%

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

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		3	75%	60%	71%	15%	▲

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		3	100%	90%	74%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		19	79%	60%	84%	19%	▲
✓ Stable Living Situation		24	100%	95%	96%	5%	
● Improved/Maintained Function Score		20	91%	95%	73%	-4%	
● Employed		2	8%	25%	13%	-17%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		43	2,330 days	0.6	117%	90%	90%	27%	▲

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

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Homeless to Housing Services
BH Care
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	112	40	180%	▲
Admits	76	41	85%	▲
Discharges	56	8	600%	▲
Service Hours	216	61		

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		67	89%	50%	93%	39%	▲

Data Submitted to DMHAS for 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 52 Active Outreach & Engagement Programs

HUD BOS 134
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	16	13%	▲
Admits	3	-		
Discharges	2	1	100%	▲
Service Hours	105	164	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		15	83%	85%	83%	-2%

Service Utilization

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

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	23%	81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
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 121 Active Supportive Housing – Scattered Site Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	2	-	
Discharges	1	2	-50% ▼
Service Hours	112	257	-56% ▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		17	89%	85%	83%	4%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		18	100%	90%	94%	10%

Data Submission Quality

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

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				■				■		22%
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 121 Active Supportive Housing – Scattered Site Programs

Integrated Behavioral Health - Shoreline
BH Care
Other - Other - Integrated Primary Care

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	86	94	-9%	
Admits	14	11	27%	▲
Discharges	16	28	-43%	▼
Service Hours	54	64	-16%	▼

Data Submitted to DMHAS for 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 5 Active Integrated Primary Care Programs

Integrated Behavioral Health - Valley
BH Care
Other - Other - Integrated Primary Care

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	41	-10%
Admits	-	-	
Discharges	2	4	-50% ▼
Service Hours	7	22	-68% ▼

Data Submission Quality

Data Entry	Actual	State Avg

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	87%

Data Submitted to DMHAS for 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 5 Active Integrated Primary Care Programs

Options SR
BH Care
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	69	-25%	▼
Admits	15	14	7%	
Discharges	6	29	-79%	▼
Service Hours	4			
Social Rehab/PHP/IOP Days	1,462	1,031	42%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		37	80%	90%	81%	-10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■		■	■	■	■	■	■	78%
Discharges			■		■		■			33%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Options Vocational Program
BH Care
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	56	14%	▲
Admits	20	41	-51%	▼
Discharges	27	24	13%	▲
Service Hours	380	326	17%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		36	56%	35%	43%	21%	▲

Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	66%	92%

On-Time Periodic	Actual	State Avg
6 Month Updates	76%	92%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■					■	56%
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 36 Active Employment Services Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	6	100%	▲
Admits	8	6	33%	▲
Discharges	6	-		
Service Hours	176	15		

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		8	100%	50%	82%	50%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■			■	■	■	■	56%
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 25 Active Outreach & Engagement Programs

Shoreline Crisis-Jail Div 304-341
BH Care
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	174	192	-9%	
Admits	122	138	-12%	▼
Discharges	130	153	-15%	▼
Service Hours	546	522	5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		53	98%	90%	84%	8%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		33	63%	0%	82%	63%	▲

Data Submitted to DMHAS for 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

Shoreline HHS CSP/RP 373X
BH Care
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	195	179	9%	
Admits	77	60	28%	▲
Discharges	76	61	25%	▲
Service Hours	1,174	1,295	-9%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	91%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	87%

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		16	21%	65%	61%	-44%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		126	63%	60%	80%	3%	
✓ Improved/Maintained Function Score		129	82%	65%	55%	17%	▲
Employed		33	16%	20%	16%	-4%	
Stable Living Situation		126	63%	80%	88%	-17%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		120	96%	90%	98%	6%

Data Submitted to DMHAS for 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 33 Active CSP Programs

Shoreline N Haven OP 370-210
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	102	90	13%	▲
Admits	19	22	-14%	▼
Discharges	10	13	-23%	▼
Service Hours	962	829	16%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	97%	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		2	20%	50%	44%	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		101	97%	60%	61%	37%	▲
✓ Employed		40	38%	30%	26%	8%	
✓ Stable Living Situation		100	96%	95%	74%	1%	
● Improved/Maintained Function Score		7	8%	75%	47%	-67%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		89	95%	90%	86%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		11	58%	75%	79%	-17%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■			■	■	■		56%
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 79 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	21	41	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	83%	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%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	17%	81%

Data Submitted to DMHAS for 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 121 Active Supportive Housing – Scattered Site Programs

Shoreline SA Clinic 304725
BH Care
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	120	114	5%
Admits	84	82	2%
Discharges	80	85	-6%
Service Hours	518	550	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	92%
✓ Valid TEDS Data	80%	52%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	26%	8%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		23	29%	50%	51%	-21% ▼

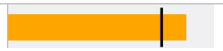
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		63	52%	50%	26%	2%
✓ Improved/Maintained Function Score		91	88%	75%	44%	13% ▲
● Stable Living Situation		103	85%	95%	51%	-10%
● Abstinence/Reduced Drug Use		53	44%	55%	28%	-11% ▼
● Not Arrested		66	55%	75%	50%	-20% ▼
● Self Help		42	35%	60%	15%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		34	83%	90%	48%	-7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		72	87%	75%	65%	12% ▲

Data Submitted to DMHAS for 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 106 Active Standard Outpatient Programs

Shoreline Sycamore Way -OP Clin 304-211
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,347	1,146	18%	▲
Admits	530	421	26%	▲
Discharges	448	408	10%	
Service Hours	10,483	10,105	4%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	89%

On-Time Periodic	Actual	State Avg
6 Month Updates	32%	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		172	38%	50%	44%	-12%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		961	69%	60%	61%	9%	
✓ Employed		485	35%	30%	26%	5%	
✓ Improved/Maintained Function Score		1,057	90%	75%	47%	15%	▲
Stable Living Situation		1,172	84%	95%	74%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		945	99%	90%	86%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		488	96%	75%	79%	21%	▲

Data Submitted to DMHAS for 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 79 Active Standard Outpatient Programs

SOR - Employment
BH Care
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	35	11%	▲
Admits	20	22	-9%	
Discharges	20	14	43%	▲
Service Hours	86	39	121%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		19	49%	35%	26%	14%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		15	79%	90%	88%	-11%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	92%

	On-Time Periodic	Actual	State Avg
●	6 Month Updates	0%	53%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■	■	■	■	■			56%
Discharges	■	■	■						■	44%
Services	■			■	■	■	■	■	■	78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Employment Services Programs

SOR E-MAT
BH Care
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	95	86	10%	▲
Admits	34	31	10%	
Discharges	35	21	67%	▲
Service Hours	680	880	-23%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	97%
✓ Valid TEDS Data	93%	68%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	40%

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		27	77%	50%	54%	27%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		77	79%	55%	55%	24%	▲
✓ Not Arrested		90	93%	75%	68%	18%	▲
✓ Improved/Maintained Function Score		77	99%	75%	33%	24%	▲
✓ Stable Living Situation		94	97%	95%	64%	2%	
● Self Help		56	58%	60%	30%	-2%	
● Employed		45	46%	50%	30%	-4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		63	100%	90%	67%	10%

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

SOR-MAT-Naltrexone
BH Care
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

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

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	4%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	N/A	N/A	50%	0%	N/A

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use	N/A	N/A	55%	32%	-55%
Employed	N/A	N/A	50%	29%	-50%
Improved/Maintained Function Score	N/A	N/A	75%	18%	-75%
Not Arrested	N/A	N/A	75%	48%	-75%
Self Help	N/A	N/A	60%	19%	-60%
Stable Living Situation	N/A	N/A	95%	52%	-95%

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	N/A	N/A	90%	34%	N/A

Data Submitted to DMHAS for 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 6 Active Naltrexone Programs

Valley ABI Residence311165
BH Care
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Bed Days	822	825	0%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	94%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	86%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	89%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	84%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		3	100%	90%	99%	10%
✓ Social Support		2	67%	60%	86%	7%
● Improved/Maintained Function Score		1	33%	95%	74%	-62% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	5,413 days	0.3	100%	90%	86%	10%

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

Data Submitted to DMHAS for 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 22 Active Group Home Programs

Valley CSP/RP 311350
BH Care
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	160	156	3%	
Admits	20	25	-20%	▼
Discharges	32	19	68%	▲
Service Hours	2,921	2,332	25%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	82%	87%

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		30	94%	65%	61%	29%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		145	90%	60%	80%	30%	▲
✓ Improved/Maintained Function Score		148	98%	65%	55%	33%	▲
✓ Stable Living Situation		158	98%	80%	88%	18%	▲
● Employed		16	10%	20%	16%	-10%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		132	100%	90%	98%	10%

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active CSP Programs

Valley Howe Ave. Res. Apts.311-250X
BH Care
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	5	20%	▲
Admits	1	-		
Discharges	1	-		
Bed Days	1,311	1,375	-5%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	87%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	50%	94%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		1	100%	60%	71%	40%	▲

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		1	100%	90%	74%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		4	67%	60%	84%	7%	
✓ Improved/Maintained Function Score		5	100%	95%	73%	5%	
● Stable Living Situation		5	83%	95%	96%	-12%	▼
● Employed		0	0%	25%	13%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	3,262 days	0.3	96%	90%	90%	6%

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

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Valley Jail Diversion 311-341
BH Care
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	62	26%	▲
Admits	36	28	29%	▲
Discharges	13	25	-48%	▼
Service Hours	229	233	-2%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		53	79%	90%	84%	-11%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	82%	0%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■		■	■	■	■	89%
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 19 Active Court Liaison-Jail Diversion Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	17	0%	
Admits	-	2	-100%	▼
Discharges	1	1	0%	
Service Hours	158	191	-17%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		17	100%	85%	88%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		15	94%	90%	92%	4%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		44%	76%

Data Submitted to DMHAS for 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 69 Active Supportive Housing – Development Programs

Valley OP Clinic 311210
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,106	1,135	-3%
Admits	324	378	-14% ▼
Discharges	367	357	3%
Service Hours	11,085	11,760	-6%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	89%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	61%	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		218	59%	50%	44%	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		856	75%	60%	61%	15% ▲
✓ Improved/Maintained Function Score		948	95%	75%	47%	20% ▲
✓ Employed		370	33%	30%	26%	3%
● Stable Living Situation		936	82%	95%	74%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		766	99%	90%	86%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		306	96%	75%	79%	21% ▲

Data Submitted to DMHAS for 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 79 Active Standard Outpatient Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	-	-	
Service Hours	48	67	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		5	100%	85%	83%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	94%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	20%	81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services	■		■	■	■		■	■	■	78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Valley Social Rehabilitation 311-280
BH Care
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	146	127	15%	▲
Admits	49	38	29%	▲
Discharges	53	33	61%	▲
Service Hours	15	16	-5%	
Social Rehab/PHP/IOP Days	4,425	3,229	37%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		94	97%	90%	81%	7%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■		89%
Discharges	■	■				■	■	■	■	67%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Valley Young Adults 311-220Y
BH Care
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	36	14%	▲
Admits	13	11	18%	▲
Discharges	12	12	0%	
Service Hours	1,883	1,574	20%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	91%	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	58%	50%	59%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		38	93%	60%	72%	33%	▲
✓ Employed		14	34%	20%	14%	14%	▲
✓ Stable Living Situation		37	90%	80%	79%	10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	97%	90%	85%	7%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■	■	■		■	78%
Discharges	■			■	■	■		■	■	67%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	10	-40%	▼
Admits	-	5	-100%	▼
Discharges	2	5	-60%	▼
Bed Days	1,474	1,476	0%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	87%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	94%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		2	100%	60%	71%	40%	▲
● Follow-up within 30 Days of Discharge		1	50%	90%	74%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		6	100%	60%	84%	40%	▲
✓ Improved/Maintained Function Score		6	100%	95%	73%	5%	
✓ Stable Living Situation		6	100%	95%	96%	5%	
● Employed		1	17%	25%	13%	-8%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	538 days	0.4	90%	90%	90%	0%

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

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Young Adults Shoreline - 556
BH Care
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	13	100%	▲
Admits	15	6	150%	▲
Discharges	5	1	400%	▲
Service Hours	1,090	581	88%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		3	60%	50%	59%	10%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		26	100%	60%	72%	40%	▲
✓ Stable Living Situation		26	100%	80%	79%	20%	▲
✓ Employed		9	35%	20%	14%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	100%	90%	85%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■		■	■	■	89%
Discharges					■		■	■		33%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs