

## Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,503	1,449	4%
	Admits	1,050	1,032	2%
	Discharges	1,263	1,075	17%
	Service Hours	23,098	21,910	5%
	Bed Days	4,358	4,318	1%

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

## Consumer Satisfaction Survey

(Based on 201 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Respect		93%	80%	91%
✓ Access		91%	80%	88%
✓ Outcome		90%	80%	83%

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

## Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Outpatient	709	31.8%
	Crisis Services	498	22.4%
	Social Rehabilitation	293	13.2%
	ACT	152	6.8%
	Community Support	115	5.2%
	Intake	75	3.4%
	Other	53	2.4%
	Inpatient Services	28	1.3%
<b>Forensic MH</b>			
	Forensics Community-based	203	9.1%
	Outpatient	60	2.7%
	Case Management	41	1.8%

## Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	201	13%	8%		Male	872	58%	59%
26-34	259	17%	19%		Female	613	41%	40%
35-44	276	18%	25%		Transgender/Other	18	1%	0%
45-54	257	17%	18%					
55-64	282	19%	18%					
65+	221	15%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	947	63%	64%		Black/African American	573	41%	17%
Hisp-Puerto Rican	214	14%	10%		White/Caucasian	439	31%	58%
Unknown	205	14%	14%		Other	251	18%	12%
Hispanic-Other	129	9%	11%		Unknown	97	7%	9%
Hispanic-Cuban	4	0%	0%		Asian	27	2%	1%
Hispanic-Mexican	4	0%	1%		Multiple Races	20	1%	1%
					Am. Indian/Native Alaskan	2	0%	1%
					Hawaiian/Other Pacific Islander	1	0%	0%

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

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	201	178	13% 
Admits	153	140	9%
Discharges	159	147	8%

## Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		53	93%	0%	82%	93% 

## Data Submitted to DMHAS for 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 Court Liaison-Jail Diversion Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	52	4%
Admits	6	6	0%
Discharges	1	5	-80% <span style="color: red;">▼</span>
Service Hours	2,903	1,693	71% <span style="color: green;">▲</span>

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 0%; background-color: #ccc; height: 10px; border: 1px solid #ccc; margin-bottom: 5px;"></div>   <div style="width: 0%; background-color: #ccc; height: 10px; border: 1px solid #ccc;"></div>	0	0%	65%	58%	-65%
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%; background-color: #ffcc00; height: 10px; border: 1px solid #ccc; margin-bottom: 5px;"></div>   <div style="width: 0%; background-color: #ccc; height: 10px; border: 1px solid #ccc;"></div>	1	100%	85%	93%	15%
Follow-up within 30 Days of Discharge	<div style="width: 0%; background-color: #ccc; height: 10px; border: 1px solid #ccc; margin-bottom: 5px;"></div>   <div style="width: 0%; background-color: #ccc; height: 10px; border: 1px solid #ccc;"></div>	N/A	N/A	90%	50%	N/A

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div style="width: 99%;"></div></div> 99%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	<div><div style="width: 96%;"></div></div> 96%	86%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	<div><div style="width: 83%;"></div></div> 83%	98%

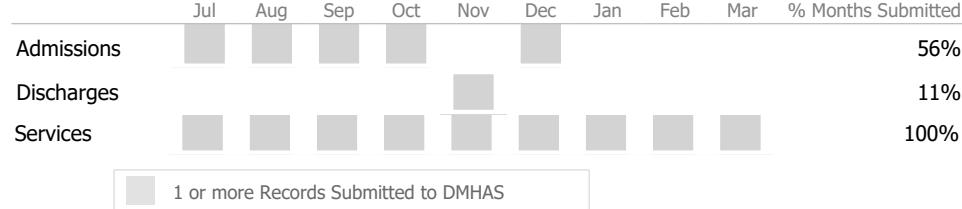
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div style="width: 44%;"></div></div>	44	81%	60%	88%	21%
● Social Support	<div><div style="width: 28%;"></div></div>	28	52%	60%	76%	-8%
● Employed	<div><div style="width: 1%;"></div></div>	1	2%	15%	16%	-13%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 53%;"><div style="width: 100%; background-color: orange;"></div></div>	53	100%	90%	99%	10%

## Data Submitted to DMHAS for Month



\* State Avg based on 24 Active Assertive Community Treatment Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	32	28% 
Admits	21	17	24% 
Discharges	23	17	35% 
Service Hours	661	458	44% 

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">●</span> Treatment Completed Successfully	<span style="background-color: orange;">██████████</span>	7	30%	50%	33%	-20%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		43	100%	60%	100%	40% <span style="color: green;">▲</span>
✓ Social Support		38	88%	60%	88%	28% <span style="color: green;">▲</span>
✓ Employed		9	21%	20%	21%	1% <span style="color: orange;">●</span>
✓ Stable Living Situation		35	81%	80%	81%	1% <span style="color: orange;">●</span>

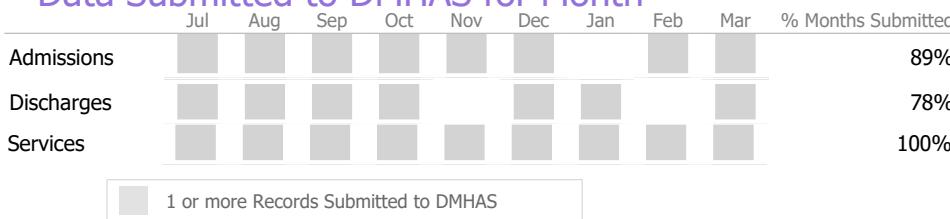
## Data Submission Quality

Data Entry	Actual	State Avg
 Valid NOMS Data	<div><div style="width: 93%; background-color: orange;"></div></div> 93%	93%
On-Time Periodic	Actual	State Avg
 6 Month Updates	<div><div style="width: 100%; background-color: orange;"></div></div> 100%	100%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div style="width: 20%; background-color: orange;"></div></div>	20	100%	90%	100%	10%

## Data Submitted to DMHAS for Month



\* State Avg based on 2 Active Standard Case Management Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	5	-60%	▼
Admits	-	2	-100%	▼
Discharges	2	4	-50%	▼
Service Hours	2	48	-95%	▼

## Data Submitted to DMHAS for Month

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

Admissions



0%

▲ > 10% Over    ▼ < 10% Under

Discharges



22%

Actual | Goal    Goal Met    Below Goal

Services



11%

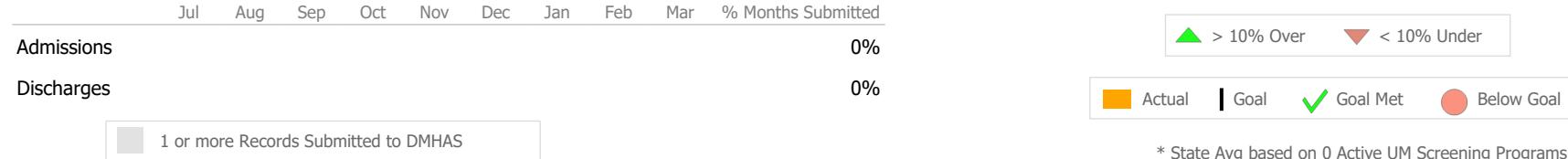
\* State Avg based on 1 Active Re-entry Programs Programs

1 or more Records Submitted to DMHAS

## Program Activity

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

## Data Submitted to DMHAS for Month



## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	115	102	13%	▲
Admits	16	64	-75%	▼
Discharges	45	30	50%	▲
Service Hours	1,192	911	31%	▲

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	91%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	95%	87%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	61%	98%

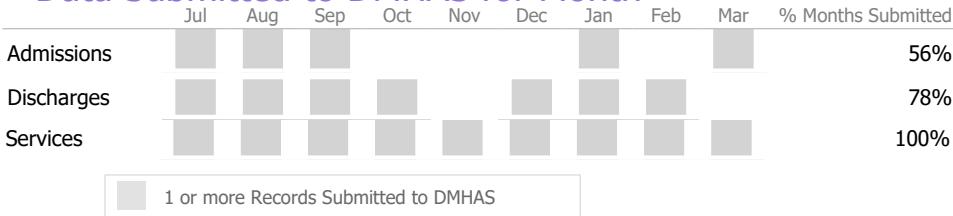
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		13	29%	65%	61%	-36% ▼
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		87	76%	60%	80%	16% ▲
✓ Stable Living Situation		109	95%	80%	88%	15% ▲
● Employed		21	18%	20%	16%	-2%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		59	84%	90%	98%	-6%

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 33 Active CSP Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	72	3%
Admits	5	2	150% <span style="color: green;">▲</span>
Discharges	6	4	50% <span style="color: green;">▲</span>
Service Hours	586	892	-34% <span style="color: red;">▼</span>

## Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	89%
On-Time Periodic			
✓ 6 Month Updates		97%	47%
Diagnosis			
✓ Valid MH/SU Diagnosis		100%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 17%;"></div>	1	17%	50%	44%	-33% <span style="color: red;">▼</span>

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 85%;"></div>	63	85%	60%	61%	25% <span style="color: green;">▲</span>
✓ Employed	<div style="width: 41%;"></div>	30	41%	30%	26%	11% <span style="color: green;">▲</span>
✓ Stable Living Situation	<div style="width: 100%;"></div>	74	100%	95%	74%	5% <span style="color: green;">▲</span>

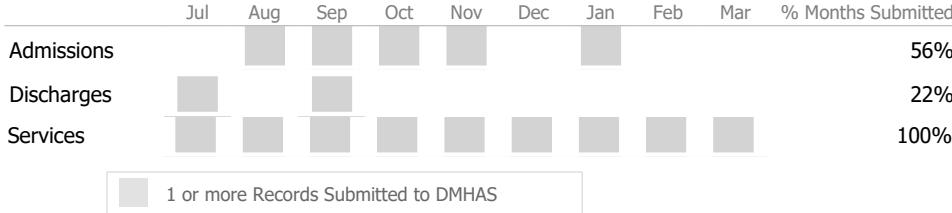
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"></div>	68	100%	90%	86%	10% <span style="color: green;">▲</span>

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	<div style="width: 80%;"></div>	4	80%	75%	79%	5% <span style="color: green;">▲</span>

## Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 79 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	60	44	36%	▲
Admits	24	18	33%	▲
Discharges	19	8	138%	▲
Service Hours	1,510	1,314	15%	▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	94%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	82%	93%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	1	5%	50%	23%	-45%	▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help	61	100%	60%	66%	40%	▲
Social Support	36	59%	60%	70%	-1%	
Employed	9	15%	30%	11%	-15%	▼
Stable Living Situation	45	74%	95%	79%	-21%	▼

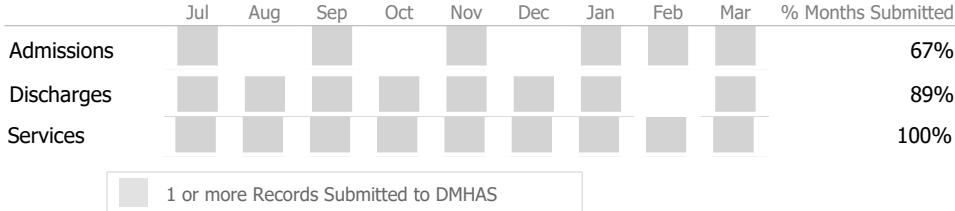
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	42	100%	90%	99%	10%	

## Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	21	91%	75%	90%	16%	▲

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

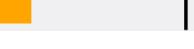
Actual   Goal   Goal Met   Below Goal

\* State Avg based on 3 Active Standard Outpatient Programs

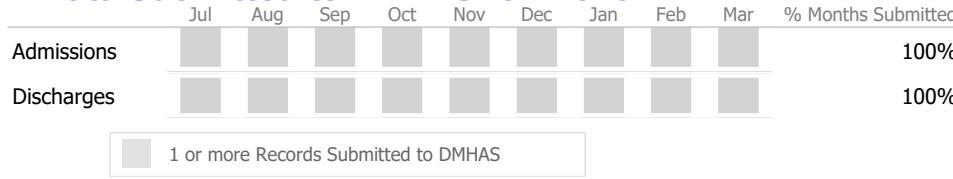
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	254	234	9%
Admits	304	276	10%
Discharges	304	278	9%

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		283	95%	90%	76%	5%
✓ Community Location Evaluation		298	100%	80%	78%	20% 
● Follow-up Service within 48 hours		10	17%	90%	88%	-73% 

## Data Submitted to DMHAS for Month


 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 26 Active Mobile Crisis Team Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	29	-3%
Admits	12	15	-20%
Discharges	12	14	-14%
Bed Days	4,358	4,318	1%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 67%; background-color: orange;"></div>	8	67%	95%	67%	-28%
● No Re-admit within 30 Days of Discharge	<div style="width: 75%; background-color: orange;"></div>	9	75%	85%	75%	-10%
✓ Follow-up within 30 Days of Discharge	<div style="width: 100%; background-color: orange;"></div>	8	100%	90%	100%	10%

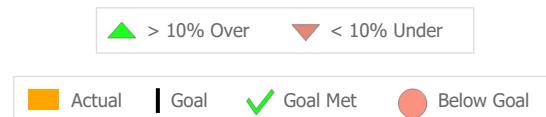
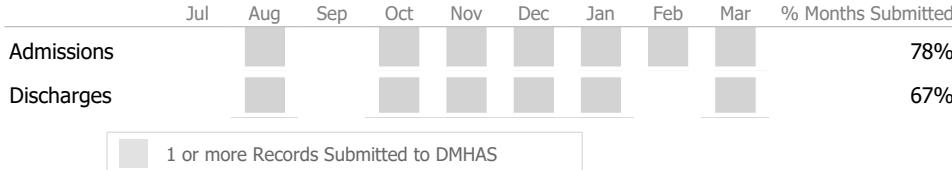
## Data Submission Quality

Category	Actual	State Avg
Valid NOMS Data	<div><div style="width: 90%;"></div></div> 90%	90%
On-Time Periodic		
6 Month Updates	<div><div style="width: 100%;"></div></div> 100%	100%
Diagnosis		
Valid MH/SU Diagnosis	<div><div style="width: 100%;"></div></div> 100%	100%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Avg Utilization Rate	<div style="display: flex; align-items: center;"><div style="flex: 1; background-color: #ccc; height: 10px; width: 100px;"></div><div style="flex: 1; border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px; margin-left: 10px;">16</div></div>	396 days	0.3	99%	90%	99%	9%	

## Data Submitted to DMHAS for Month

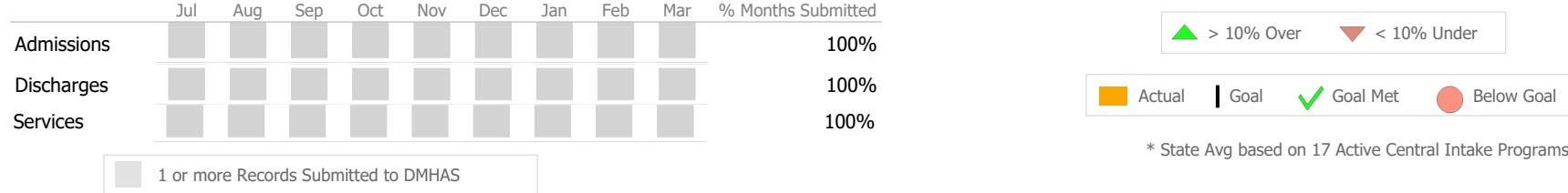


\* State Avg based on 1 Active Non-Certified Subacute Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	73	3%
Admits	64	64	0%
Discharges	65	65	0%
Service Hours	237	586	-60% ▼

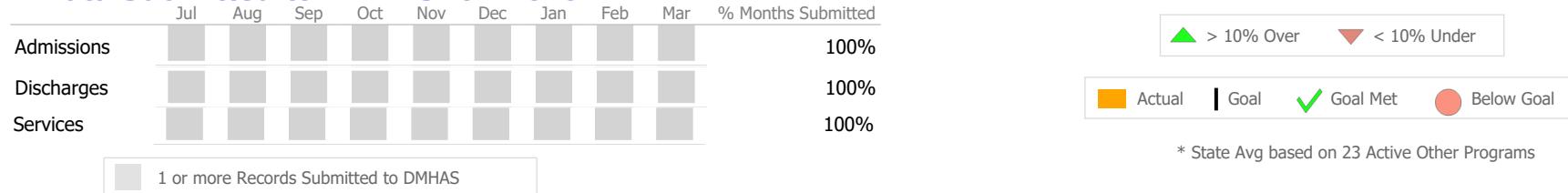
## Data Submitted to DMHAS for Month



## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	45	18%	▲
Admits	32	20	60%	▲
Discharges	28	21	33%	▲
Service Hours	1,120	290		

## Data Submitted to DMHAS for Month



## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	282	271	4%
Admits	347	345	1%
Discharges	347	346	0%

## Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		317	93%	90%	76%	3%
✓ Community Location Evaluation		335	99%	80%	78%	19% 
● Follow-up Service within 48 hours		36	53%	90%	88%	-37% 

## Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 26 Active Mobile Crisis Team Programs

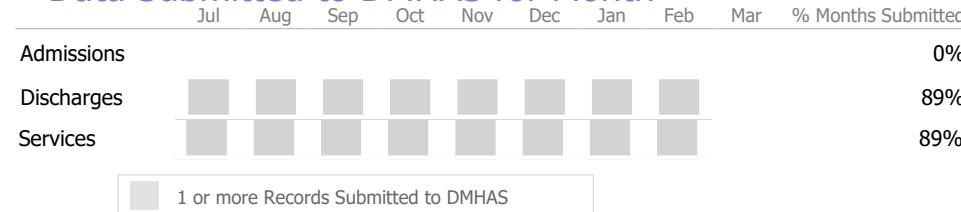
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	293	405	-28% ▼
Admits	-	-	
Discharges	172	61	182% ▲
Service Hours	13	12	8%
Social Rehab/PHP/IOP Days	0	0	

## Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		12	10%	90%	81%	-80% ▼

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

Actual   Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 34 Active Social Rehabilitation Programs

**Team A**

Capitol Region Mental Health Center

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 17, 2025)

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	309	319	-3%
Admits	23	20	15% <span style="color: green;">▲</span>
Discharges	27	28	-4%
Service Hours	4,591	3,414	34% <span style="color: green;">▲</span>

**Data Submission Quality**

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	98%	47%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	77%	98%

**Discharge Outcomes**

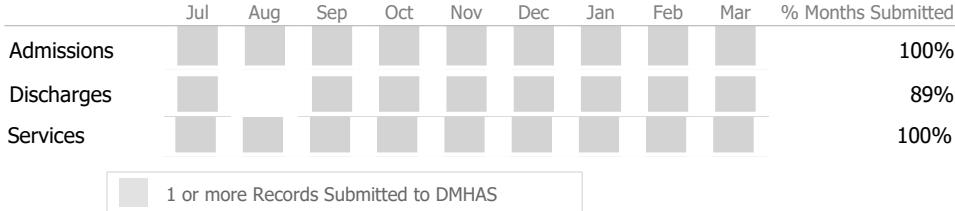
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 10%;"></div>	1	4%	50%	44%	-46% <span style="color: red;">▼</span>
<b>Recovery</b>						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 65%;"></div>	200	65%	60%	61%	5%
● Stable Living Situation	<div style="width: 94%;"></div>	291	94%	95%	74%	-1%
● Employed	<div style="width: 12%;"></div>	36	12%	30%	26%	-18% <span style="color: red;">▼</span>

**Service Utilization**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"></div>	282	100%	90%	86%	10%

**Service Engagement**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	<div style="width: 83%;"></div>	19	83%	75%	79%	8%

**Data Submitted to DMHAS for Month**▲ > 10% Over   ▼ < 10% Under█ Actual   █ Goal   █ Goal Met   █ Below Goal

\* State Avg based on 79 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	327	334	-2%
Admits	16	21	-24% <span style="color: red;">▼</span>
Discharges	33	24	38% <span style="color: green;">▲</span>
Service Hours	3,737	3,452	8%

## Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	89%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	93%	47%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	96%	98%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 10%;"></div>	1	3%	50%	44%	-47% <span style="color: red;">▼</span>
<b>Recovery</b>						
✓ Social Support	<div style="width: 77%;"></div>	253	77%	60%	61%	17% <span style="color: green;">▲</span>
✓ Stable Living Situation	<div style="width: 95%;"></div>	314	95%	95%	74%	0% <span style="color: green;">▲</span>
● Employed	<div style="width: 12%;"></div>	40	12%	30%	26%	-18% <span style="color: red;">▼</span>

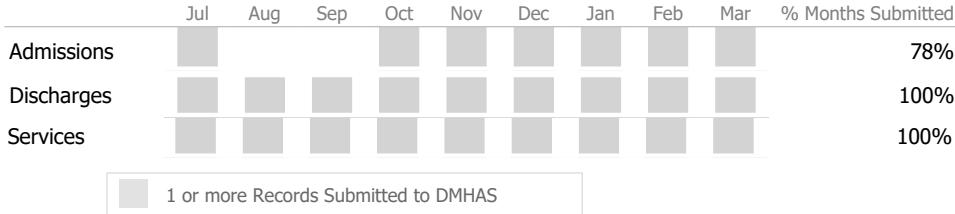
## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"></div>	296	100%	90%	86%	10% <span style="color: green;">▲</span>

## Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	<div style="width: 100%;"></div>	16	100%	75%	79%	25% <span style="color: green;">▲</span>

## Data Submitted to DMHAS for Month



▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 79 Active Standard Outpatient Programs

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	87	13% 
Admits	27	22	23% 
Discharges	20	23	-13% 
Service Hours	6,547	8,839	-26% 

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 20%;"><div style="width: 4px; background-color: orange;"></div></div>	4	20%	65%	58%	-45%
✓ No Re-admit within 30 Days of Discharge	<div style="width: 95%;"><div style="width: 18px; background-color: orange;"></div></div>	18	95%	85%	93%	10%
✓ Follow-up within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 4px; background-color: orange;"></div></div>	4	100%	90%	50%	10%

## Data Submission Quality

Category	Description	Actual	State Avg
✓ Valid NOMS Data	 96%	96%	93%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates	 93%	93%	86%
Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis	 98%	98%	98%

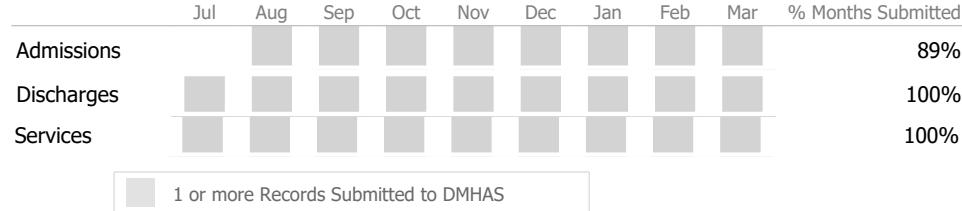
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div style="width: 88%;"></div></div>	88	90%	60%	88%	30%
✓ Social Support	<div><div style="width: 72%;"></div></div>	72	73%	60%	76%	13%
✓ Employed	<div><div style="width: 23%;"></div></div>	23	23%	15%	16%	8%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div style="width: 78%;"></div></div>	78	100%	90%	99%	10%

## Data Submitted to DMHAS for Month



▲ > 10% Over      ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 24 Active Assertive Community Treatment Programs