CommuniCare Inc
New 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	1,085	1,002	8%	
	Admits	1,194	1,158	3%	
	Discharges	1,187	1,129	5%	
	Service Hours	1,914	1,500	28%	▲

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

Consumer Satisfaction Survey   (Based on 123 FY24 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		98%	80%	91%
✓	Quality and Appropriateness		98%	80%	93%
✓	General Satisfaction		98%	80%	92%
✓	Respect		97%	80%	91%
✓	Participation in Treatment		96%	80%	92%
✓	Access		95%	80%	88%
✓	Outcome		87%	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				
	Crisis Services		733	67.0%
	Outpatient		361	33.0%

Client Demographics

Age

		#	%	State Avg
18-25		125	12%	8%
26-34		191	18%	19%
35-44		191	18%	25%
45-54		190	18%	18%
55-64		238	22%	18%
65+		144	13%	11%

Gender

		#	%		State Avg
Female		623	57%	▲	40%
Male		466	43%	▼	59%
Transgender/Other		1	0%		0%

Ethnicity

		#	%		State Avg
Non-Hispanic		510	47%	▼	64%
Hispanic-Other		199	18%		11%
Hisp-Puerto Rican		181	17%		10%
Unknown		159	15%		14%
Hispanic-Mexican		38	3%		1%
Hispanic-Cuban		3	0%		0%

Race

		#	%		State Avg
White/Caucasian		499	46%	▼	58%
Unknown		226	21%	▲	9%
Other		207	19%		12%
Black/African American		124	11%		17%
Asian		15	1%		1%
Multiple Races		8	1%		1%
Hawaiian/Other Pacific Islander		6	1%		0%
Am. Indian/Native Alaskan		5	0%		1%

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

Bettor Choice Middletown
CommuniCare Inc
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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	60%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	89%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%
Valid TEDS Data	N/A	26%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	70%

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 8 Active Gambling Outpatient Programs

BH Care Shoreline Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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	158	-8%	
Admits	185	214	-14%	▼
Discharges	186	215	-13%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		204	97%	90%	76%	7%
🔴 Community Location Evaluation		152	72%	80%	78%	-8%
✓ Follow-up Service within 48 hours		111	100%	90%	88%	10%

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 26 Active Mobile Crisis Team Programs

BH Care Valley Crisis 315-200
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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

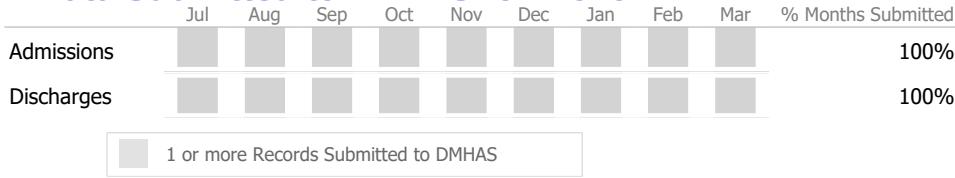## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	237	192	23%	▲
Admits	341	309	10%	
Discharges	341	310	10%	

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		328	98%	90%	76%	8%	
●	Community Location Evaluation		202	61%	80%	78%	-19%	▼
●	Follow-up Service within 48 hours		166	78%	90%	88%	-12%	▼

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 26 Active Mobile Crisis Team Programs

Bridges Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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	138	157	-12%	▼
Admits	185	285	-35%	▼
Discharges	185	285	-35%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Evaluation within 1.5 hours of Request		182	99%	90%	76%	9%
🔴	Community Location Evaluation		140	76%	80%	78%	-4%
✔	Follow-up Service within 48 hours		86	98%	90%	88%	8%

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
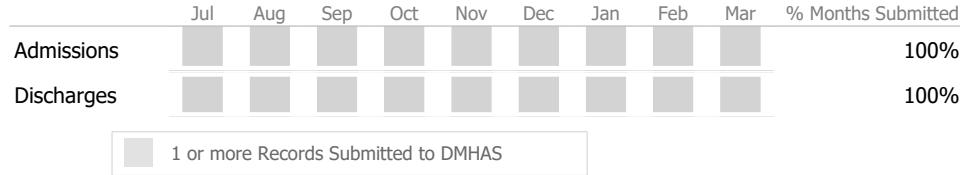
* State Avg based on 26 Active Mobile Crisis Team Programs

Greater New Haven After Hours Crisis Svs
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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	140	39%	▲
Admits	274	170	61%	▲
Discharges	274	169	62%	▲
Service Hours	54	37	44%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Evaluation within 1.5 hours of Request		128	98%	90%	76%	8%	
✓	Community Location Evaluation		119	91%	80%	78%	11%	▲
🔴	Follow-up Service within 48 hours		61	68%	90%	88%	-22%	▼

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 26 Active Mobile Crisis Team Programs

Latino Behavioral Health Services - BH Care Shorel
CommuniCare Inc
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

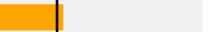| Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12		
Admits	11	-	
Discharges	4	-	
Service Hours	54	-	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		67%	89%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		67%	47%

Diagnosis	Actual % vs Goal %	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	50%	50%	44%	0%

Recovery

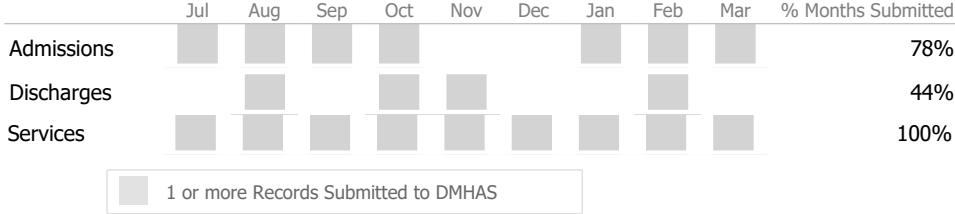| National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		4	33%	30%	26%	3%
🔴 Social Support		7	58%	60%	61%	-2%
✓ Improved/Maintained Function Score		6	86%	75%	47%	11% ▲
🔴 Stable Living Situation		8	67%	95%	74%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	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		7	64%	75%	79%	-11% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■			■	■		78%
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 79 Active Standard Outpatient Programs

Latino Behavioral Health Services - BH Care Valley
CommuniCare Inc
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	41	22	86%	▲
Admits	17	21	-19%	▼
Discharges	16	-		
Service Hours	239	60		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		69%	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	25%	50%	44%	-25%	▼

Recovery

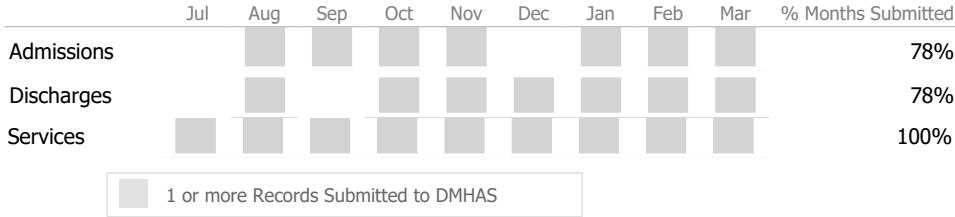| National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		30	68%	60%	61%	8%	
✔	Employed		14	32%	30%	26%	2%	
✔	Improved/Maintained Function Score		29	91%	75%	47%	16%	▲
🔴	Stable Living Situation		38	86%	95%	74%	-9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		27	96%	90%	86%	6%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	2 or more Services within 30 days		14	82%	75%	79%	7%

Data Submitted to DMHAS for Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | Goal | ✔ Goal Met | 🔴 Below Goal |

* State Avg based on 79 Active Standard Outpatient Programs

Latino Behavioral Health Services - Bridges
CommuniCare Inc
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	32	20	60%	▲
Admits	8	3	167%	▲
Discharges	4	1	300%	▲
Service Hours	86	6		

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal	Actual	State Avg
🔴 6 Month Updates		24%	47%

Diagnosis	Actual % vs Goal	Actual	State Avg
Valid MH/SU Diagnosis		94%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	75%	50%	44%	25%	▲

Recovery

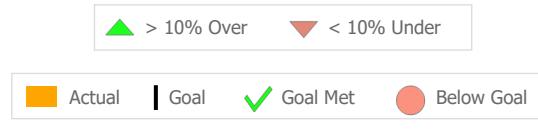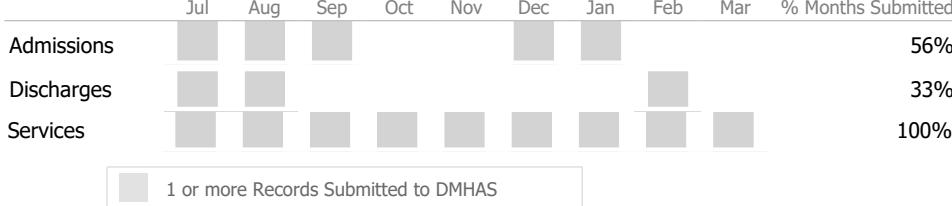| National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Employed		4	12%	30%	26%	-18%	▼
🔴	Social Support		12	38%	60%	61%	-22%	▼
🔴	Improved/Maintained Function Score		8	28%	75%	47%	-47%	▼
🔴	Stable Living Situation		14	44%	95%	74%	-51%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		12	43%	90%	86%	-47%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		4	50%	75%	79%	-25%	▼

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 79 Active Standard Outpatient Programs

Latino Behavioral Health Services - CASA/MAAS
CommuniCare Inc
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	28	35	-20%	▼
Admits	4	7	-43%	▼
Discharges	2	9	-78%	▼
Service Hours	161	186	-14%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		83%	47%

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

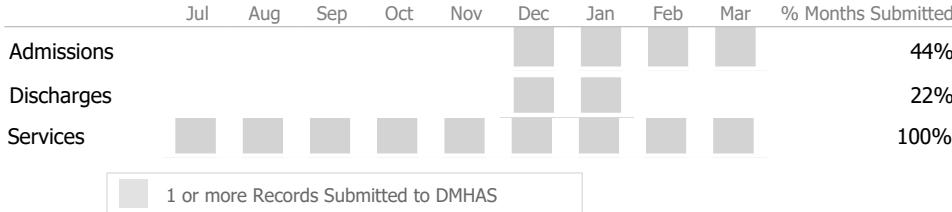## Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	50%	44%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Function Score		23	92%	75%	47%	17%	▲
🔴	Stable Living Situation		27	93%	95%	74%	-2%	
🔴	Employed		5	17%	30%	26%	-13%	▼
🔴	Social Support		10	34%	60%	61%	-26%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		27	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		4	100%	75%	79%	25%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions						▢	▢	▢	▢	44%
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 79 Active Standard Outpatient Programs

Latino Behavioral Health Services - CS - Hill Heal
CommuniCare Inc
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

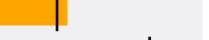| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	80	-4%	
Admits	4	16	-75%	▼
Discharges	11	7	57%	▲
Service Hours	424	391	8%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		58%	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		7	64%	50%	44%	14%	▲

Recovery

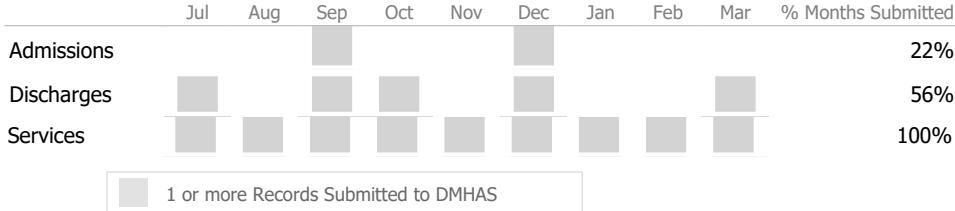| National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		56	72%	60%	61%	12%	▲
✓	Employed		27	35%	30%	26%	5%	
●	Improved/Maintained Function Score		50	65%	75%	47%	-10%	
●	Stable Living Situation		58	74%	95%	74%	-21%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		47	70%	90%	86%	-20%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		4	100%	75%	79%	25%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪			▪				22%
Discharges	▪		▪	▪		▪			▪	56%
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

Latino Behavioral Health Services - Fair Haven
CommuniCare Inc
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	107	116	-8%	
Admits	49	59	-17%	▼
Discharges	57	57	0%	
Service Hours	619	556	11%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		83%	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		18	32%	50%	44%	-18%	▼

Recovery

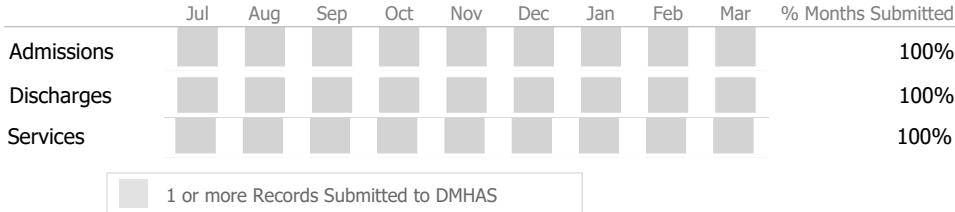| National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		42	38%	30%	26%	8%	
✓	Stable Living Situation		110	99%	95%	74%	4%	
🔴	Social Support		60	54%	60%	61%	-6%	
🔴	Improved/Maintained Function Score		49	57%	75%	47%	-18%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		55	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		48	98%	75%	79%	23%	▲

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

Latino Behavioral Health Services - Hispanos Unido
CommuniCare Inc
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	66	74	-11%	▼
Admits	1	4	-75%	▼
Discharges	1	8	-88%	▼
Service Hours	278	263	6%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		90%	89%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	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		1	100%	50%	44%	50%	▲

Recovery

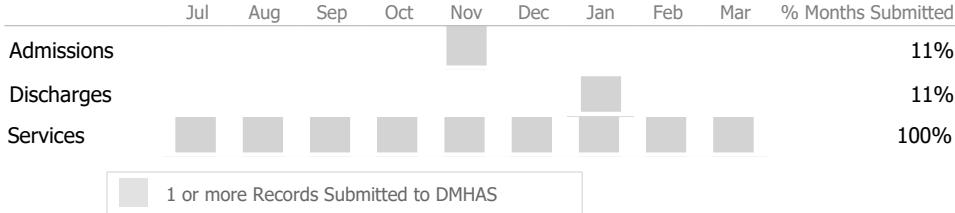| National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Social Support		36	55%	60%	61%	-5%	
🔴 Employed		9	14%	30%	26%	-16%	▼
🔴 Stable Living Situation		36	55%	95%	74%	-40%	▼
🔴 Improved/Maintained Function Score		1	2%	75%	47%	-73%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		35	54%	90%	86%	-36%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		1	100%	75%	79%	25%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions					▪					11%
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 79 Active Standard Outpatient Programs

Latino Behvior Health - Fellowship
CommuniCare Inc
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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	81%	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 34 Active Social Rehabilitation Programs

Primary Care - Fair Haven Clinic - Healthy Lifesty
CommuniCare Inc
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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	59%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	14%	-20% ▼
Social Support		N/A	N/A	60%	72%	-60% ▼
Stable Living Situation		N/A	N/A	80%	79%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	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 24 Active Standard Case Management Programs

Yale Crisis Prog 315-200Y
CommuniCare Inc
Mental Health - Crisis Services - Mobile Crisis Team

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

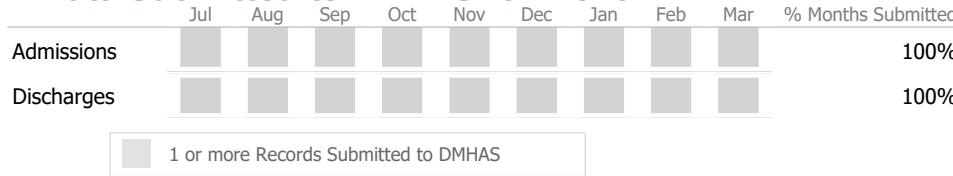## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	116	70	66%	▲
Admits	115	70	64%	▲
Discharges	106	68	56%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		104	90%	90%	76%	0%	
✓ Community Location Evaluation		115	99%	80%	78%	19%	▲
✓ Follow-up Service within 48 hours		1	100%	90%	88%	10%	

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 26 Active Mobile Crisis Team Programs