

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,570	1,482	6%
	Admits	342	657	-48%
	Discharges	156	309	-50%
	Service Hours	1,959	1,913	2%
	Bed Days	274	263	4%

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

Consumer Satisfaction Survey

(Based on 230 FY24 Surveys)

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	1,414	87.2%
Forensic SA			
	Case Management	149	9.2%
Mental Health			
	Case Management	33	2.0%
	Outpatient	25	1.5%
Forensic MH			
	Crisis Services	1	0.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	65	4%	8%	Male	1,260	80%	59%
26-34	362	23%	19%	Female	311	20%	40%
35-44	497	32%	25%	Transgender/Other	1	0%	0%
45-54	313	20%	18%				
55-64	229	15%	18%				
65+	104	7%	11%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	762	48%	64%	Black/African American	445	28%	17%
Unknown	284	18%	14%	Other	416	26%	12%
Hisp-Puerto Rican	283	18%	10%	Unknown	390	25%	9%
Hispanic-Other	234	15%	11%	White/Caucasian	274	17%	58%
Hispanic-Mexican	5	0%	1%	Asian	27	2%	1%
Hispanic-Cuban	4	0%	0%	Multiple Races	10	1%	1%
				Am. Indian/Native Alaskan	8	1%	1%
				Hawaiian/Other Pacific Islander	2	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	23	9%
Admits	20	19	5%
Discharges	17	2	750% ▲
Service Hours	80	55	47% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic 6 Month Updates	20%	47%
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	0	0%	50%	44%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	37	90%	60%	61%	30%	▲
Stable Living Situation	40	98%	95%	74%	3%	
Employed	8	20%	30%	26%	-10%	
Improved/Maintained Function Score	16	73%	75%	47%	-2%	

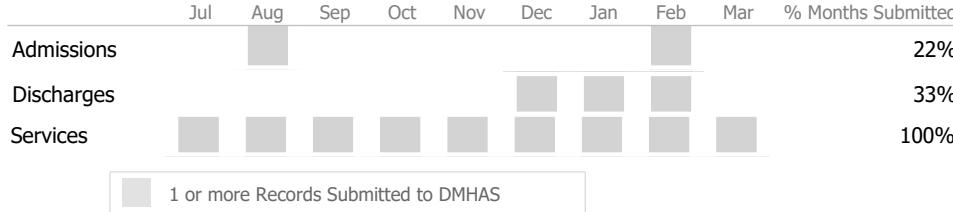
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	20	83%	90%	86%	-7%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	16	80%	75%	79%	5%	

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	1	2	-50% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	-	-	
Bed Days	274	263	4%

Data Submission Quality

Data Entry

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	95%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	50%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	█	1	559 days	0.3	100%	90%	62%	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%
Services										0%

▲ > 10% Over
 ▼ < 10% Under

█ Actual
 █ Goal
 █ Goal Met
 █ Below Goal

* State Avg based on 8 Active Respite Bed Programs

█ 1 or more Records Submitted to DMHAS

Next Steps - Pilots

Community Renewal Team (CRT)

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	363	423	-14% 

Recovery

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

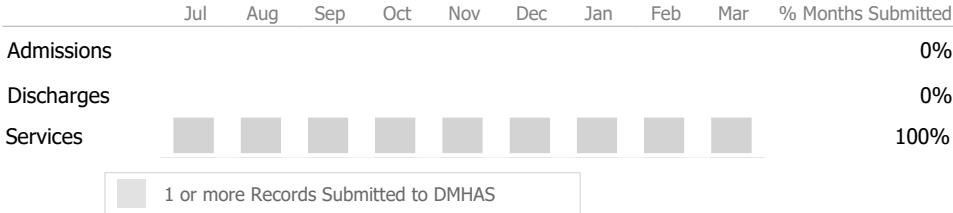
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%
On-Time Periodic		
✓ 6 Month Updates		88%

Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	139	130	7%
Admits	93	104	-11% ▼
Discharges	36	97	-63% ▼
Service Hours	598	867	-31% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 64%;"><div style="width: 50%;"></div></div>	23	64%	50%	83%	14% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div style="width: 91%;"><div style="width: 60%;"></div></div>	128	91%	60%	93%	31% ▲
✓ Stable Living Situation	<div style="width: 94%;"><div style="width: 80%;"></div></div>	131	94%	80%	85%	14% ▲
✓ Employed	<div style="width: 24%;"><div style="width: 20%;"></div></div>	33	24%	20%	27%	4% ▲
● Self Help	<div style="width: 51%;"><div style="width: 60%;"></div></div>	72	51%	60%	63%	-9% ▼

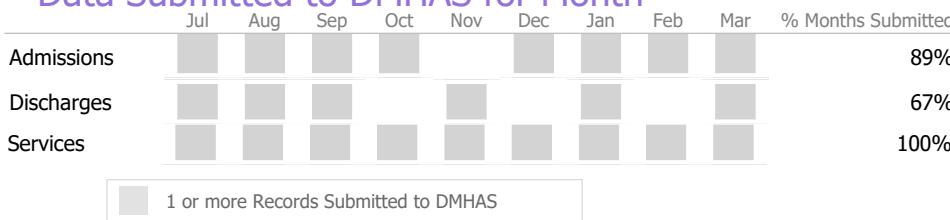
Data Submission Quality

	Actual	State Avg
✓ Valid NOMS Data	<div style="width: 100%;"><div style="width: 99%;"></div></div>	100% 99%
On-Time Periodic 6 Month Updates	<div style="width: 0%;"><div style="width: 1%;"></div></div>	0% 1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div style="width: 84%;"><div style="width: 90%;"></div></div>	89	84%	90%	73%	-6% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	18	-17% ▼
Admits	4	14	-71% ▼
Discharges	9	12	-25% ▼
Service Hours	27	50	-46% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 78%; background-color: orange; height: 10px;"></div>	7	78%	50%	83%	28%

Recovery

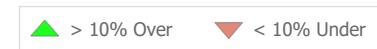
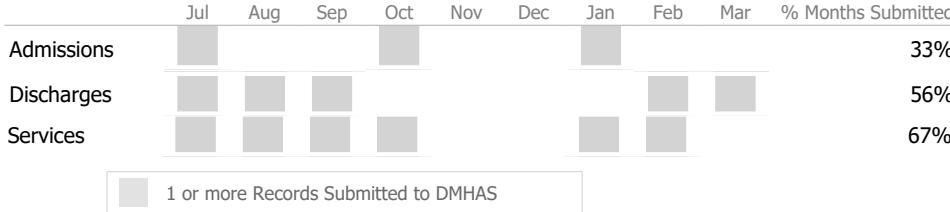
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	<div><div style="width: 93%;"></div></div>	14	93%	60%	93%	33% 
✓ Self Help	<div><div style="width: 73%;"></div></div>	11	73%	60%	63%	13% 
● Employed	<div><div style="width: 7%;"></div></div>	1	7%	20%	27%	-13% 
● Stable Living Situation	<div><div style="width: 47%;"></div></div>	7	47%	80%	85%	-33% 

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 33%; background-color: orange;"></div>	2	33%	90%	73%	-57%

Data Submission Quality

Data Entry	Actual	State Avg
 Valid NOMS Data	<div><div style="width: 100%; background-color: orange;"></div></div> 100%	99%
On-Time Periodic	Actual	State Avg
 6 Month Updates	<div><div style="width: 0%; background-color: lightgray;"></div></div> 0%	1%



* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25		
Admits	15	-	
Discharges	-	-	
Service Hours	468	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		14	56%	85%	83%	-29% 

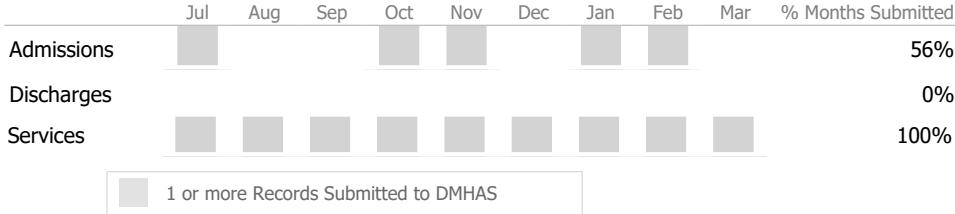
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		25	100%	90%	94%	10% 

Data Submission Quality

Data Entry	Actual	State Avg
 Valid NOMS Data		100% 97%
On-Time Periodic 6 Month Updates		0% 81%

Data Submitted to DMHAS for Month



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,412	1,238	14%	▲
Admits	210	379	-45%	▼
Discharges	94	109	-14%	▼
Service Hours	423	362	17%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
Valid TEDS Data	84%	52%
On-Time Periodic	Actual	State Avg
6 Month Updates	1%	8%
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		30	32%	50%	51%	-18% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		649	46%	75%	50%	-29% ▼
Employed		288	20%	50%	26%	-30% ▼
Abstinence/Reduced Drug Use		318	22%	55%	28%	-33% ▼
Stable Living Situation		551	39%	95%	51%	-56% ▼
Self Help		21	1%	60%	15%	-59% ▼
Improved/Maintained Function Score		94	7%	75%	44%	-68% ▼

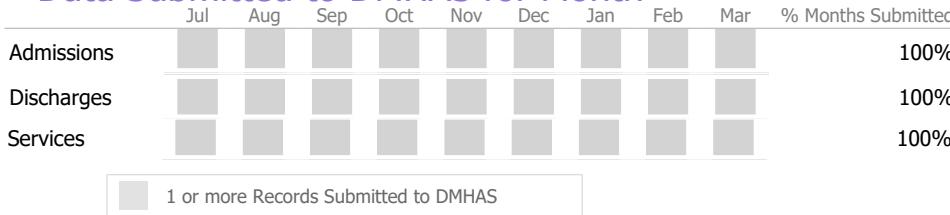
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		184	14%	90%	48%	-76% ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient		18	9%	75%	65%	-66% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 106 Active Standard Outpatient Programs