

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	389	319	22%	▲
	Admits	215	177	21%	▲
	Discharges	141	131	8%	
	Service Hours	6,462	6,751	-4%	
	S.Rehab/PHP/IOP	1,827	1,690	8%	

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

Consumer Satisfaction Survey (Based on 121 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Outcome		100%	80%	83%
✓ Access		99%	80%	88%
✓ Quality and Appropriateness		99%	80%	93%
✓ Respect		99%	80%	91%
✓ General Satisfaction		98%	80%	92%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	332	52.2%
	Employment Services	116	18.2%
	Education Support	61	9.6%
	Community Support	38	6.0%
	Case Management	30	4.7%
Addiction	Employment Services	59	9.3%

Client Demographics

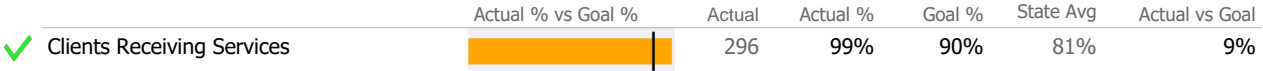
Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	54	14%	8%	Male	203	52%	59%
26-34	91	24%	19%	Female	185	48%	40%
35-44	76	20%	25%	Transgender/Other	1	0%	0%
45-54	69	18%	18%				
55-64	58	15%	18%				
65+	39	10%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	293	75%	▲ 64%	White/Caucasian	195	50%	58%
Hispanic-Other	55	14%	11%	Black/African American	116	30%	▲ 17%
Hisp-Puerto Rican	33	8%	10%	Other	70	18%	12%
Unknown	5	1%	▼ 14%	Asian	4	1%	1%
Hispanic-Mexican	2	1%	1%	Multiple Races	3	1%	1%
Hispanic-Cuban	1	0%	0%	Unknown	1	0%	9%
				Am. Indian/Native Alaskan			1%
				Hawaiian/Other Pacific Islander			0%

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

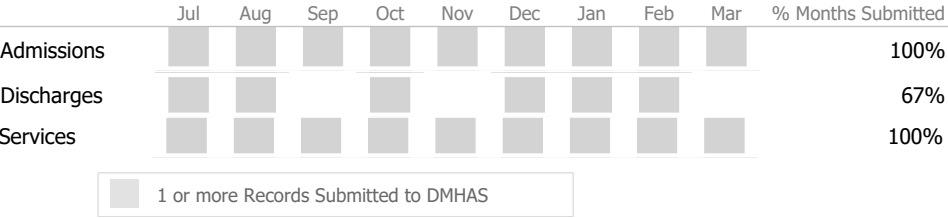
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	332	273	22% ▲
Admits	99	77	29% ▲
Discharges	33	52	-37% ▼
Service Hours	2,601	2,427	7%
Social Rehab/PHP/IOP Days	1,827	1,690	8%

Service Utilization



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	99	17% ▲
Admits	41	37	11% ▲
Discharges	32	29	10%
Service Hours	1,188	1,312	-9%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed	<div><div></div></div>	61	53%	35%	43%	18% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	84	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	92%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	<div></div>	<div></div>			<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	78%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>		<div></div>		78%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	58	5%
Admits	24	26	-8%
Discharges	26	17	53% ▲
Service Hours	411	592	-31% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Enrolled in Educational Program	<div><div></div></div>	52	85%	35%	81%	50% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	34	97%	90%	99%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100% 97%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>		89%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 5 Active Education Support Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	33	15% ▲
Admits	6	4	50% ▲
Discharges	6	-	
Service Hours	1,371	1,358	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic		
6 Month Updates	100%	87%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	5	83%	65%	61%	18% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	34	89%	60%	80%	29% ▲
Stable Living Situation	<div><div></div></div>	38	100%	80%	88%	20% ▲
Employed	<div><div></div></div>	11	29%	20%	16%	9%
Improved/Maintained Function Score	<div><div></div></div>	26	76%	65%	55%	11% ▲

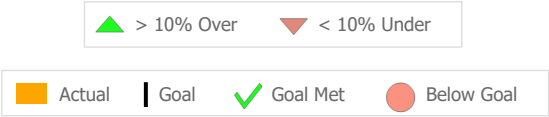
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	32	100%	90%	98%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										44%
Discharges										44%
Services										100%

1 or more Records Submitted to DMHAS



* State Avg based on 33 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	1	-	
Discharges	1	-	
Service Hours	64	99	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div></div>	7	100%	85%	88%	15% ▲

Service Utilization

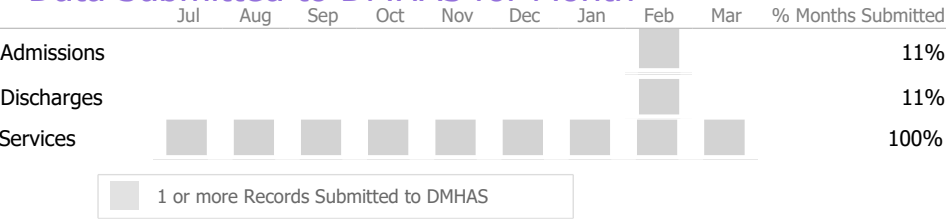
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div></div>	6	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div></div>	100% 98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div></div>	100% 76%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 69 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	1	-	
Discharges	-	1	-100% ▼
Service Hours	97	157	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	8	100%	85%	83%	15% ▲

Service Utilization

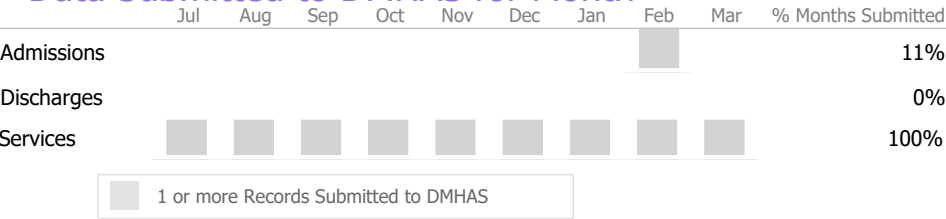
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	8	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100% 81%

Data Submitted to DMHAS for Month



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

PILOTS Program

Laurel House

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	15	15	0%
Admits	-	1	-100% ▼
Discharges	2	-	
Service Hours	488	555	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	<div><div></div></div>	14	93%	85%	83%	8%

Service Utilization

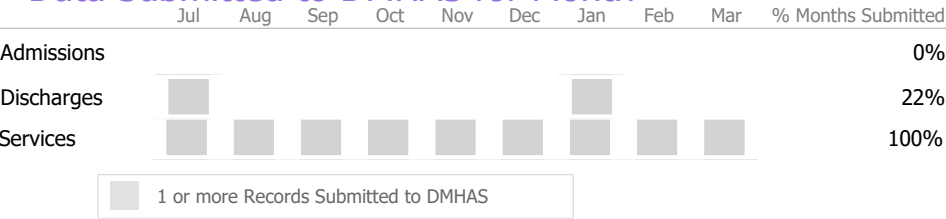
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div><div></div></div>	13	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	100% 97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	92% 81%

Data Submitted to DMHAS for Month



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	47	26% ▲
Admits	43	32	34% ▲
Discharges	41	32	28% ▲
Service Hours	241	251	-4%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed	<div><div></div></div>	24	41%	35%	26%	6%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	<div><div></div></div>	18	100%	90%	88%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	99% 92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	<div><div></div></div>	100% 53%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>		<div></div>	<div></div>	<div></div>	89%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>		<div></div>	<div></div>		78%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

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