Western Connecticut Mental Health Network
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 17, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,778	1,703	4%	
	Admits	1,905	1,688	13%	▲
	Discharges	1,786	1,672	7%	
	Service Hours	45,483	39,737	14%	▲
	Bed Days	4,534	4,190	8%	

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

Consumer Satisfaction Survey (Based on 309 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		92%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Respect		91%	80%	91%
✓ Access		89%	80%	88%
✓ Outcome		83%	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	807	33.5%
	Outpatient	577	23.9%
	ACT	265	11.0%
	Community Support	203	8.4%
	Intake	143	5.9%
	Social Rehabilitation	122	5.1%
	Other	56	2.3%
	Case Management	24	1.0%
	Residential Services	15	0.6%
Forensic MH			
	Forensics Community-based	195	8.1%
	Crisis Services	4	0.2%

Client Demographics

Age	#	%	State Avg
18-25	311	18%	8%
26-34	404	23%	19%
35-44	315	18%	25%
45-54	244	14%	18%
55-64	292	16%	18%
65+	209	12%	11%

Gender	#	%	State Avg
Male	1,076	61%	59%
Female	685	39%	40%
Transgender/Other	17	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,286	72%	64%
Hispanic-Other	217	12%	11%
Unknown	171	10%	14%
Hisp-Puerto Rican	97	5%	10%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban	3	0%	0%

Race	#	%	State Avg
White/Caucasian	1,120	65%	58%
Black/African American	288	17%	17%
Other	180	10%	12%
Unknown	79	5%	9%
Multiple Races	44	3%	1%
Asian	20	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Danbury CIT
Western Connecticut Mental Health Network
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 17, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	45	0%
Admits	45	44	2%
Discharges	45	44	2%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		0	0%	90%	76%	-90%
Community Location Evaluation		18	100%	80%	78%	20%
Follow-up Service within 48 hours		0	NA	90%	88%	-90%

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

Danbury Intake
Western Connecticut Mental Health Network
Mental Health - Intake - Central Intake

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	19	18	6%	
Admits	20	17	18%	▲
Discharges	21	17	24%	▲
Service Hours	80	68	17%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
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 17 Active Central Intake Programs

Danbury Jail Diversion
Western Connecticut Mental Health Network
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 17, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	31	-19%	▼
Admits	11	19	-42%	▼
Discharges	10	16	-38%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		10	100%	0%	82%	100%	▲

Data Submitted to DMHAS for Month

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

■ 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

Danbury Liaison
Western Connecticut Mental Health Network
Mental Health - Other - Other

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	15	18	-17%	▼
Admits	10	5	100%	▲
Discharges	11	11	0%	
Service Hours	101	96	6%	

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 23 Active Other Programs

Danbury Outpatient
Western Connecticut Mental Health Network
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	195	196	-1%	
Admits	21	16	31%	▲
Discharges	14	24	-42%	▼
Service Hours	4,458	3,897	14%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	99%	47%

Diagnosis	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		9	64%	50%	44%	14%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		163	83%	60%	61%	23%	▲
✓ Stable Living Situation		191	97%	95%	74%	2%	
● Employed		40	20%	30%	26%	-10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		182	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		18	90%	75%	79%	15%	▲

Data Submitted to DMHAS for Month

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

Danbury YAS
Western Connecticut Mental Health Network
Mental Health - ACT - Assertive Community Treatment

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	32	36	-11%	▼
Admits	7	7	0%	
Discharges	9	12	-25%	▼
Service Hours	2,320	2,789	-17%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	94%	86%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	97%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		6	67%	65%	58%	2%	
✓ No Re-admit within 30 Days of Discharge		8	89%	85%	93%	4%	
● Follow-up within 30 Days of Discharge		4	67%	90%	50%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		31	97%	60%	76%	37%	▲
✓ Stable Living Situation		31	97%	60%	88%	37%	▲
✓ Employed		7	22%	15%	16%	7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	99%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■		■		■	■	■		56%
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 24 Active Assertive Community Treatment Programs

Danbury YAS Pre-admission/Liaison
Western Connecticut Mental Health Network
Mental Health - Other - Other

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 23 Active Other Programs

Torrington Access Center
Western Connecticut Mental Health Network
Mental Health - Intake - Central Intake

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	75	57	32%	▲
Admits	69	55	25%	▲
Discharges	74	52	42%	▲
Service Hours	270	217	24%	▲

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 17 Active Central Intake Programs

Torrington CSP
Western Connecticut Mental Health Network
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 17, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	114	95	20%	▲
Admits	28	20	40%	▲
Discharges	22	15	47%	▲
Service Hours	3,291	2,967	11%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	91%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	87%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	91%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		8	36%	65%	61%	-29%	▼

Recovery

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		96	84%	80%	88%	4%	
● Employed		9	8%	20%	16%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		91	99%	90%	98%	9%

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 33 Active CSP Programs

Torrington Jail Diversion
Western Connecticut Mental Health Network
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 17, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	69	-19%	▼
Admits	31	42	-26%	▼
Discharges	28	46	-39%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		20	95%	0%	82%	95%	▲

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

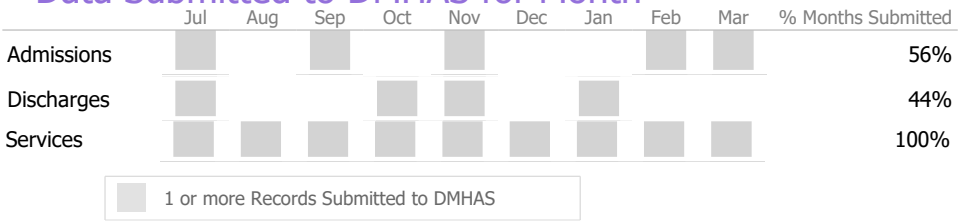
Torrington Liaison
Western Connecticut Mental Health Network
Mental Health - Other - Other

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	14	10	40%	▲
Admits	8	7	14%	▲
Discharges	4	3	33%	▲
Service Hours	360	197	83%	▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Other Programs

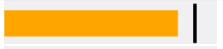
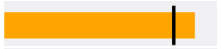
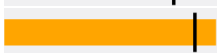
TORRINGTON MOBILE CRISIS
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 17, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	269	267	1%	
Admits	610	521	17%	▲
Discharges	609	521	17%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Evaluation within 1.5 hours of Request		483	82%	90%	76%	-8%
✓	Community Location Evaluation		532	90%	80%	78%	10%
✓	Follow-up Service within 48 hours		72	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

Torrington Outpatient
Western Connecticut Mental Health Network
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	128	104	23%	▲
Admits	34	15	127%	▲
Discharges	18	14	29%	▲
Service Hours	3,405	2,624	30%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	76%	47%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	90%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	50%	50%	44%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		102	79%	60%	61%	19%	▲
● Stable Living Situation		115	89%	95%	74%	-6%	
● Employed		20	16%	30%	26%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		110	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		29	85%	75%	79%	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 79 Active Standard Outpatient Programs

Torrington Recovery and Wellness
Western Connecticut Mental Health Network
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 17, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	122	109	12%	▲
Admits	57	41	39%	▲
Discharges	18	49	-63%	▼
Service Hours	2,941	2,406	22%	▲
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		93	88%	90%	81%	-2%

Data Submitted to DMHAS for Month

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

Torrington Transitional Living Residence
Western Connecticut Mental Health Network
Mental Health - Residential Services - Transitional

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	8	7	14%	▲
Admits	2	4	-50%	▼
Discharges	3	1	200%	▲
Service Hours	2,836	2,341	21%	▲
Bed Days	1,467	1,244	18%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	67%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	75%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		1	33%	95%	72%	-62%	▼
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	89%	15%	▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	91%	10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	84%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	516 days	0.3	89%	90%	80%	-1%

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

Data Submitted to DMHAS for Month

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

Torrington YAS Pre-admission/Liaison
Western Connecticut Mental Health Network
Mental Health - Other - Other

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 23 Active Other Programs

Torrington YAS Team 1
Western Connecticut Mental Health Network
Mental Health - ACT - Assertive Community Treatment

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	55	46	20%	▲
Admits	16	18	-11%	▼
Discharges	8	17	-53%	▼
Service Hours	2,532	1,924	32%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	86%

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		5	62%	65%	58%	-3%
✓ No Re-admit within 30 Days of Discharge		7	88%	85%	93%	3%
● Follow-up within 30 Days of Discharge		4	80%	90%	50%	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		51	93%	60%	88%	33%	▲
✓ Social Support		46	84%	60%	76%	24%	▲
✓ Employed		11	20%	15%	16%	5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		46	98%	90%	99%	8%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■		■	■	89%
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 24 Active Assertive Community Treatment Programs

Torrington YAS Team 2
Western Connecticut Mental Health Network
Mental Health - ACT - Assertive Community Treatment

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	64	55	16%	▲
Admits	12	19	-37%	▼
Discharges	13	15	-13%	▼
Service Hours	3,048	3,059	0%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	98%	86%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	91%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	62%	65%	58%	-3%
● No Re-admit within 30 Days of Discharge		10	83%	85%	93%	-2%
● Follow-up within 30 Days of Discharge		7	88%	90%	50%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		61	94%	60%	88%	34%	▲
✓ Social Support		53	82%	60%	76%	22%	▲
✓ Employed		18	28%	15%	16%	13%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		52	100%	90%	99%	10%

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 24 Active Assertive Community Treatment Programs

Waterbury ABI
Western Connecticut Mental Health Network
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 17, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	19	26%	▲
Admits	7	2	250%	▲
Discharges	1	1	0%	
Service Hours	347	294	18%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	94%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	88%	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		1	100%	50%	59%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		20	80%	60%	72%	20%	▲
✓ Stable Living Situation		25	100%	80%	79%	20%	▲
● Employed		2	8%	20%	14%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	85%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				■		■		■	■	44%
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 24 Active Standard Case Management Programs

Waterbury ACT
Western Connecticut Mental Health Network
Mental Health - ACT - Assertive Community Treatment

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	60	67	-10%	▼
Admits	13	17	-24%	▼
Discharges	8	18	-56%	▼
Service Hours	3,842	2,543	51%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	86%

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		5	62%	65%	58%	-3%	
✓ No Re-admit within 30 Days of Discharge		7	88%	85%	93%	3%	
● Follow-up within 30 Days of Discharge		3	60%	90%	50%	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		49	80%	60%	88%	20%	▲
✓ Social Support		45	74%	60%	76%	14%	▲
● Employed		1	2%	15%	16%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		52	98%	90%	99%	8%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■		■	■	■	■	89%
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 24 Active Assertive Community Treatment Programs

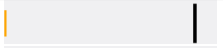
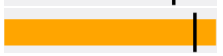
Waterbury CIT
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 17, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	319	209	53%	▲
Admits	398	235	69%	▲
Discharges	398	235	69%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Evaluation within 1.5 hours of Request		2	1%	90%	76%	-89%	▼
✓	Community Location Evaluation		388	97%	80%	78%	17%	▲
✓	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

Waterbury CORP
Western Connecticut Mental Health Network
Forensic MH - Forensics Community-based - Re-entry Programs

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 1 Active Re-entry Programs Programs

Waterbury CSP
Western Connecticut Mental Health Network
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 17, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	92	-3%	
Admits	8	10	-20%	▼
Discharges	11	9	22%	▲
Service Hours	2,947	2,001	47%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	94%	87%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		6	55%	65%	61%	-10%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		78	88%	60%	80%	28%	▲
✓ Stable Living Situation		82	92%	80%	88%	12%	▲
● Employed		14	16%	20%	16%	-4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		78	100%	90%	98%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■	■	■	■			■	67%
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 33 Active CSP Programs

Waterbury Forensic Respite
Western Connecticut Mental Health Network
Forensic MH - Crisis Services - Respite Bed

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	4	5	-20%	▼
Admits	2	2	0%	
Discharges	4	4	0%	
Service Hours	57	173	-67%	▼
Bed Days	307	265	16%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		4	100%	85%	95%	15%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	50%	10%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization Rate		4	187 days	0.6	28%	90%	62%	-62%	▼

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				■						11%
Discharges				■			■			22%
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 Respite Bed Programs

Waterbury Intake
Western Connecticut Mental Health Network
Mental Health - Intake - Central Intake

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	50	61	-18%	▼
Admits	47	60	-22%	▼
Discharges	45	56	-20%	▼
Service Hours	160	236	-32%	▼

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 17 Active Central Intake Programs

Waterbury Jail Diversion
Western Connecticut Mental Health Network
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 17, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	118	115	3%
Admits	102	105	-3%
Discharges	63	100	-37%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		10	67%	0%	82%	67%

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

Waterbury Liaison
Western Connecticut Mental Health Network
Mental Health - Other - Other

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	26	24	8%	
Admits	12	10	20%	▲
Discharges	13	11	18%	▲
Service Hours	392	181	116%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■		■		■	■	■	67%
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 23 Active Other Programs

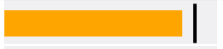
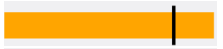
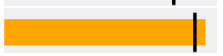
WATERBURY MOBILE CRISIS
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 17, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	201	219	-8%	
Admits	267	315	-15%	▼
Discharges	263	315	-17%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Evaluation within 1.5 hours of Request		224	84%	90%	76%	-6%	
✓	Community Location Evaluation		265	99%	80%	78%	19%	▲
✓	Follow-up Service within 48 hours		21	95%	90%	88%	5%	

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

Waterbury Outpatient
Western Connecticut Mental Health Network
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	159	148	7%	
Admits	23	20	15%	▲
Discharges	19	13	46%	▲
Service Hours	2,284	1,702	34%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	94%	47%

Diagnosis	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		14	74%	50%	44%	24%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		134	84%	60%	61%	24%	▲
✓ Stable Living Situation		151	95%	95%	74%	0%	
● Employed		13	8%	30%	26%	-22%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		140	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		22	96%	75%	79%	21%	▲

Data Submitted to DMHAS for Month

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

Waterbury Recovery Program
Western Connecticut Mental Health Network
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	101	106	-5%	
Admits	9	24	-63%	▼
Discharges	18	18	0%	
Service Hours	3,118	2,608	20%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	47%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	92%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	50%	50%	44%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		85	83%	60%	61%	23%	▲
✓ Stable Living Situation		100	98%	95%	74%	3%	
● Employed		10	10%	30%	26%	-20%	▼

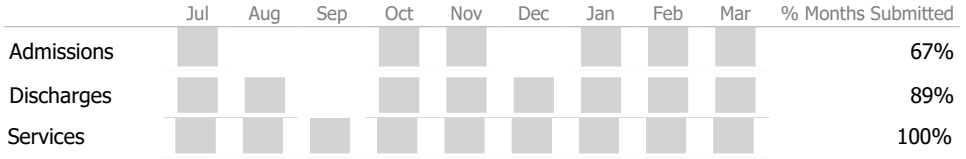
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		84	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		8	100%	75%	79%	25%	▲

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

Waterbury Respite/Transitional Housing
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Respite Bed

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	27	27	0%	
Admits	21	19	11%	▲
Discharges	19	21	-10%	
Service Hours	1,124	1,421	-21%	▼
Bed Days	2,760	2,629	5%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		19	100%	85%	93%	15%	▲
✓	Follow-up within 30 Days of Discharge		8	100%	90%	59%	10%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		11	159 days	0.2	92%	90%	61%	2%

< 90% 90-110% >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■			■	■	78%
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 13 Active Respite Bed Programs

Waterbury YAS
Western Connecticut Mental Health Network
Mental Health - ACT - Assertive Community Treatment

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	59	60	-2%	
Admits	13	17	-24%	▼
Discharges	14	12	17%	▲
Service Hours	4,884	4,645	5%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	91%	86%

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		12	86%	65%	58%	21%	▲
✓ No Re-admit within 30 Days of Discharge		12	86%	85%	93%	1%	
● Follow-up within 30 Days of Discharge		6	50%	90%	50%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		55	93%	60%	88%	33%	▲
✓ Social Support		54	92%	60%	76%	32%	▲
✓ Employed		13	22%	15%	16%	7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		45	100%	90%	99%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■	■	■	■	■		■	78%
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 24 Active Assertive Community Treatment Programs

Waterbury YAS Pre-admission/Liaison
Western Connecticut Mental Health Network
Mental Health - Other - Other

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	1	1	0%
Admits	-	1	-100% ▼
Discharges	1	-	
Service Hours		-	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges						■				11%
Services		■								11%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Other Programs

Waterbury YAS Res Support
Western Connecticut Mental Health Network
Mental Health - Residential Services - Residential Support

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	7	7	0%	
Admits	2	1	100%	▲
Discharges	2	2	0%	
Service Hours	687	1,349	-49%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	58%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		7	100%	60%	86%	40%	▲
✓ Stable Living Situation		7	100%	85%	96%	15%	▲
● Employed		1	14%	25%	16%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	98%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions						■	■			22%
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 22 Active Residential Support Programs