BH Care
North Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,333	3,119	7%
	Admits	2,060	1,954	5%
	Discharges	1,996	1,833	9%
	Service Hours	46,725	44,261	6%
	Bed Days	16,688	15,829	5%
	S.Rehab/PHP/IOP	7,837	5,918	32% ▲

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

Consumer Satisfaction Survey (Based on 760 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		92%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ Respect		91%	80%	91%
✓ Overall		90%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Access		87%	80%	88%
● Outcome		78%	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			
	Outpatient	2,841	60.4%
	Community Support	391	8.3%
	Case Management	239	5.1%
	Social Rehabilitation	210	4.5%
	Employment Services	134	2.8%
	ICS	73	1.6%
	Residential Services	51	1.1%
Addiction			
	Outpatient	179	3.8%
	Medication Assisted Treatment	104	2.2%
	Employment Services	43	0.9%
	Case Management	12	0.3%
Forensic MH			
	Forensics Community-based	301	6.4%
Other			
	Other	125	2.7%

Client Demographics

Age	#	%	State Avg
18-25	405	12%	9%
26-34	569	17%	19%
35-44	611	18%	26%
45-54	558	17%	18%
55-64	681	20%	18%
65+	519	16%	10%

Gender	#	%	State Avg
Female	1,687	50%	40%
Male	1,657	49%	▼ 60%
Transgender/Other	5	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,655	79%	▲ 64%
Hispanic-Other	288	9%	12%
Hisp-Puerto Rican	248	7%	10%
Unknown	135	4%	14%
Hispanic-Mexican	17	1%	1%
Hispanic-Cuban	6	0%	0%

Race	#	%	State Avg
White/Caucasian	2,571	77%	▲ 58%
Black/African American	404	12%	18%
Other	203	6%	12%
Unknown	70	2%	10%
Asian	46	1%	1%
Am. Indian/Native Alaskan	26	1%	1%
Multiple Races	23	1%	1%
Hawaiian/Other Pacific Islander	6	0%	0%

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

Bettor Choice Shorline
BH Care
Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	10	110%	▲
Admits	13	8	63%	▲
Discharges	8	3	167%	▲
Service Hours	175	57		

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	96%
✓ Valid TEDS Data	46%	24%

On-Time Periodic	Actual	State Avg
6 Month Updates	33%	76%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	50%	75%	63%	-25%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		10	77%	75%	68%	2%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					■	■	■	■	■	■	■	■	67%
Discharges		■		■		■					■	■	42%
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 Gambling Outpatient Programs

Bettor Choice Valley
BH Care
Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	3	33%	▲
Admits	1	3	-67%	▼
Discharges	3	-		
Service Hours	14	4		

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	96%
✓ Valid TEDS Data	25%	24%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	76%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		1	33%	75%	63%	-42%	▼

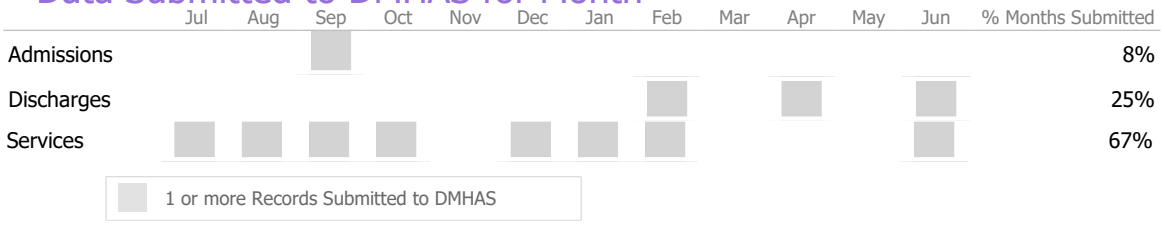
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		1	100%	75%	68%	25%	▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 8 Active Gambling Outpatient Programs

BH Care Rental Assistance CT 0062
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	34	-6%
Admits	2	-	
Discharges	4	4	0%
Service Hours	268	404	-34%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		30	94%	85%	86%	9%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		28	100%	90%	96%	10%

Data Submission Quality

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

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	93%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													17%
Discharges													25%
Services													100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

BHcare Voc Services DMHAS Valley
BH Care
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	81	-20%	▼
Admits	34	23	48%	▲
Discharges	35	49	-29%	▼
Service Hours	473	383	24%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		26	37%	35%	42%	2%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		35	97%	90%	98%	7%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	97%	92%

	On-Time Periodic	Actual	State Avg
●	6 Month Updates	91%	94%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■		■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■		■		■	■	■	■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	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

BHH ADULT NAE
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	102	-18%	▼
Admits	31	18	72%	▲
Discharges	32	52	-38%	▼
Service Hours	201	247	-19%	▼

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	7%	49%

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		5	16%	50%	43%	-34%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		71	85%	60%	62%	25%	▲
● Stable Living Situation		71	85%	95%	77%	-10%	
● Employed		16	19%	30%	27%	-11%	▼
● Improved/Maintained Function Score		40	53%	75%	47%	-22%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	98%	90%	88%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		14	45%	75%	79%	-30%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
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 76 Active Standard Outpatient Programs

Harbor House Group Residence
BH Care
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	2	-		
Discharges	2	1	100%	▲
Bed Days	2,406	2,838	-15%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	94%

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		1	50%	80%	81%	-30%	▼
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	90%	15%	▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	88%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		9	100%	60%	87%	40%	▲
● Stable Living Situation		8	89%	90%	99%	-1%	
● Improved/Maintained Function Score		7	88%	95%	60%	-7%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	2,941 days	0.3	82%	90%	87%	-8%

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■								■				17%
Discharges	■				■								17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 22 Active Group Home Programs

HARP Supervised Apts
BH Care
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	23	9%	
Admits	4	1	300%	▲
Discharges	4	2	100%	▲
Service Hours	620	715	-13%	▼
Bed Days	9,648	8,084	19%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	87%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	95%	95%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		3	75%	60%	70%	15%	▲

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		3	100%	90%	61%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		20	80%	60%	86%	20%	▲
✓ Stable Living Situation		25	100%	95%	96%	5%	
● Improved/Maintained Function Score		22	92%	95%	66%	-3%	
● Employed		2	8%	25%	13%	-17%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Avg Utilization Rate		43	2,371 days	0.5	111%	90%	90%	21%	▲

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				■	■	■					■		33%
Discharges				■	■				■				25%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Homeless to Housing Services
BH Care
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	142	53	168%	▲
Admits	109	55	98%	▲
Discharges	78	16	388%	▲
Service Hours	353	115		

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		99	93%	50%	94%	43%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 53 Active Outreach & Engagement Programs

HUD BOS 134
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	16	13%	▲
Admits	3	-		
Discharges	2	1	100%	▲
Service Hours	180	189	-5%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		18	100%	85%	86%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		16	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		81%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				■									8%
Discharges			■	■									17%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

HUD BOS 193
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	2	-	
Discharges	1	3	-67% ▼
Service Hours	218	292	-25% ▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		17	89%	85%	86%	4%

Service Utilization

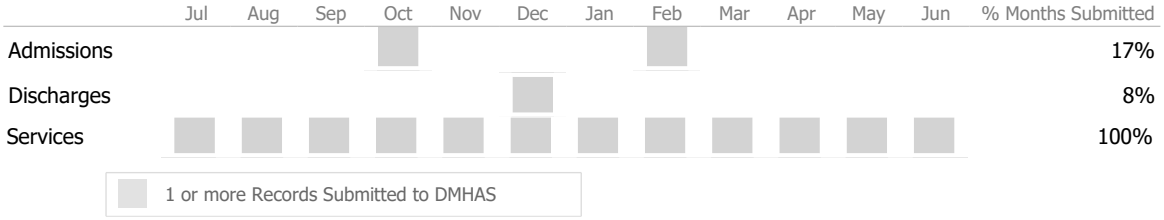
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		18	100%	90%	96%	10%

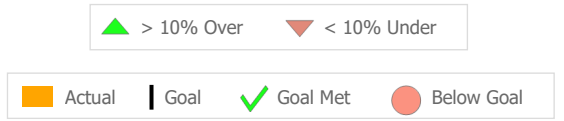
Data Submission Quality

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

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	88%	83%

Data Submitted to DMHAS for Month





* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

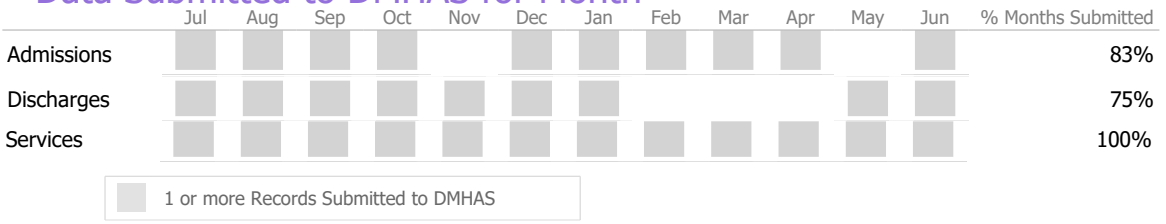
Integrated Behavioral Health - Shoreline
BH Care
Other - Other - Integrated Primary Care

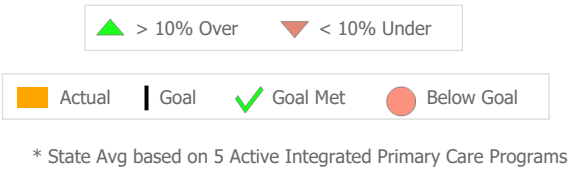
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	103	-15%	▼
Admits	17	21	-19%	▼
Discharges	20	32	-38%	▼
Service Hours	74	85	-12%	▼

Data Submitted to DMHAS for Month





* State Avg based on 5 Active Integrated Primary Care Programs

Integrated Behavioral Health - Valley
BH Care
Other - Other - Integrated Primary Care

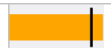
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

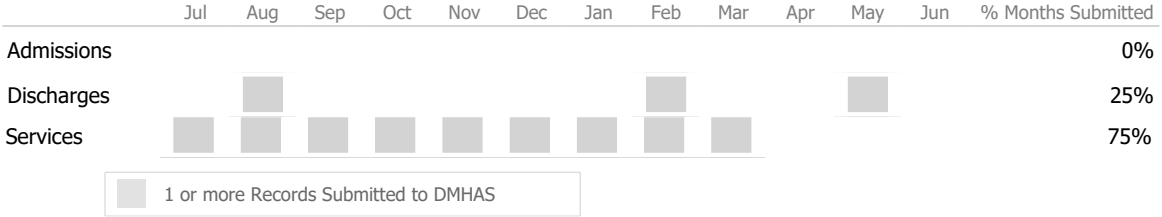
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	41	-10%	
Admits	-	-		
Discharges	20	4	400%	▲
Service Hours	7	29	-75%	▼

Data Submission Quality

Data Entry	Actual	State Avg

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	88%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Integrated Primary Care Programs

Options SR
BH Care
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	72	-19%	▼
Admits	22	17	29%	▲
Discharges	9	36	-75%	▼
Service Hours	4			
Social Rehab/PHP/IOP Days	1,991	1,422	40%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		43	86%	90%	84%	-4%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■		■	■	■	■	■	■	■	■	■	83%
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 34 Active Social Rehabilitation Programs

Options Vocational Program
BH Care
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	69	64	8%	
Admits	26	51	-49%	▼
Discharges	40	30	33%	▲
Service Hours	505	450	12%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		39	56%	35%	42%	21%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		30	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	67%	92%

On-Time Periodic	Actual	State Avg
6 Month Updates	84%	94%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■					■	■	■	■	67%
Discharges	■	■			■	■	■		■	■	■	■	75%
Services	■	■	■	■	■	■	■	■	■	■	■	■	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

Shoreline Crisis-Jail Div 304-341
BH Care
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	217	224	-3%
Admits	170	185	-8%
Discharges	177	194	-9%
Service Hours	738	688	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		55	100%	90%	87%	10%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		50	77%	0%	82%	77% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 19 Active Court Liaison-Jail Diversion Programs

Shoreline HHS CSP/RP 373X
BH Care
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	225	202	11%	▲
Admits	108	85	27%	▲
Discharges	111	83	34%	▲
Service Hours	1,593	1,726	-8%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	91%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	88%	87%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	99%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		26	23%	65%	61%	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		204	88%	60%	82%	28%	▲
✓ Improved/Maintained Function Score		164	89%	65%	63%	24%	▲
✓ Stable Living Situation		196	84%	80%	89%	4%	
✓ Employed		52	22%	20%	17%	2%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		120	98%	90%	99%	8%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 33 Active CSP Programs

Shoreline N Haven OP 370-210
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	105	97	8%	
Admits	22	30	-27%	▼
Discharges	11	15	-27%	▼
Service Hours	1,358	1,113	22%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	97%	49%

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		3	27%	50%	43%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		105	98%	60%	62%	38%	▲
✓ Employed		40	37%	30%	27%	7%	
✓ Stable Living Situation		104	97%	95%	77%	2%	
● Improved/Maintained Function Score		6	7%	75%	47%	-68%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		93	97%	90%	88%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		14	64%	75%	79%	-11%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■	■			■	■	■		■	■		58%
Discharges		■		■		■	■	■	■	■			58%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Shoreline PILOTS & Next Steps
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	34	48	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	86%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Shoreline SA Clinic 304725
BH Care
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	155	138	12%	▲
Admits	121	112	8%	
Discharges	101	115	-12%	▼
Service Hours	763	701	9%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	92%
✓ Valid TEDS Data	81%	51%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	38%	8%

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

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully	39	39%	50%	51%	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed	79	50%	50%	27%	0%	
● Stable Living Situation	136	86%	95%	53%	-9%	
● Abstinence/Reduced Drug Use	70	44%	55%	30%	-11%	▼
● Improved/Maintained Function Score	88	72%	75%	44%	-3%	
● Not Arrested	89	56%	75%	52%	-19%	▼
● Self Help	53	34%	60%	16%	-26%	▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services	55	95%	90%	51%	5%	

Service Engagement

Outpatient	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days	104	88%	75%	64%	13%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 107 Active Standard Outpatient Programs

Shoreline Sycamore Way -OP Clin 304-211
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,494	1,312	14%	▲
Admits	707	616	15%	▲
Discharges	619	527	17%	▲
Service Hours	14,566	13,491	8%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	89%

On-Time Periodic	Actual	State Avg
6 Month Updates	40%	49%

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		250	40%	50%	43%	-10%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		1,132	72%	60%	62%	12%	▲
✓ Employed		554	35%	30%	27%	5%	
✓ Improved/Maintained Function Score		1,152	85%	75%	47%	10%	
Stable Living Situation		1,354	86%	95%	77%	-9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		957	99%	90%	88%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		643	96%	75%	79%	21%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 76 Active Standard Outpatient Programs

SOR - Employment
BH Care
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	35	23%	▲
Admits	24	22	9%	
Discharges	27	16	69%	▲
Service Hours	107	50	111%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		19	44%	35%	27%	9%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		16	89%	90%	91%	-1%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	92%	92%

	On-Time Periodic	Actual	State Avg
●	6 Month Updates	25%	57%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■	■	■	■	■			■	■		58%
Discharges	■	■	■						■		■	■	50%
Services	■			■	■	■	■	■	■	■	■	■	83%

■ 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

SOR E-MAT
BH Care
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	104	95	9%	
Admits	43	40	8%	
Discharges	49	32	53%	▲
Service Hours	912	1,087	-16%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98%	96%
✓ Valid TEDS Data	93%	69%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	64%

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

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully	32	65%	50%	50%	15%	▲

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use	77	73%	55%	67%	18%	▲
✓ Not Arrested	94	89%	75%	83%	14%	▲
✓ Improved/Maintained Function Score	88	94%	75%	36%	19%	▲
✓ Stable Living Situation	102	96%	95%	79%	1%	
● Employed	51	48%	50%	37%	-2%	
● Self Help	56	53%	60%	37%	-7%	

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	57	100%	90%	87%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■		■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

SOR-MAT-Naltrexone
BH Care
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 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	100%
Valid TEDS Data	N/A	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	11%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	20%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	31%	-55%
Employed		N/A	N/A	50%	29%	-50%
Improved/Maintained Function Score		N/A	N/A	75%	16%	-75%
Not Arrested		N/A	N/A	75%	51%	-75%
Self Help		N/A	N/A	60%	23%	-60%
Stable Living Situation		N/A	N/A	95%	54%	-95%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	27%	N/A

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 7 Active Naltrexone Programs

Valley ABI Residence311165
BH Care
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Bed Days	1,095	1,098	0%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	94%

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		N/A	N/A	80%	81%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	88%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		3	100%	90%	99%	10%
✓ Social Support		2	67%	60%	87%	7%
● Improved/Maintained Function Score		1	33%	95%	60%	-62% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	5,504 days	0.3	100%	90%	87%	10%

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 22 Active Group Home Programs

Valley CSP/RP 311350
BH Care
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	166	164	1%	
Admits	26	33	-21%	▼
Discharges	39	24	63%	▲
Service Hours	3,963	3,410	16%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	82%	87%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	99%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		37	95%	65%	61%	30%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		145	87%	60%	82%	27%	▲
✓ Improved/Maintained Function Score		150	93%	65%	63%	28%	▲
✓ Stable Living Situation		163	98%	80%	89%	18%	▲
● Employed		17	10%	20%	17%	-10%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		128	100%	90%	99%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■				■			58%
Discharges	■	■	■	■	■	■	■	■	■	■	■		92%
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

Valley Howe Ave. Res. Apts.311-250X
BH Care
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	5	40%	▲
Admits	2	-		
Discharges	2	-		
Bed Days	1,744	1,830	-5%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	87%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	95%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		1	50%	60%	70%	-10%	▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		1	100%	90%	61%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		6	86%	60%	86%	26%	▲
● Stable Living Situation		6	86%	95%	96%	-9%	
✓ Improved/Maintained Function Score		5	100%	95%	66%	5%	
● Employed		0	0%	25%	13%	-25%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	3,169 days	0.2	96%	90%	90%	6%

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									■		■		17%
Discharges							■			■			17%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

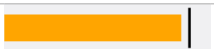
Valley Jail Diversion 311-341
BH Care
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

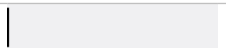
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	83	77	8%	
Admits	41	43	-5%	
Discharges	29	34	-15%	▼
Service Hours	284	318	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		48	86%	90%	87%	-4%

Jail Diversion

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■		■	■	■	■	■	■		83%
Discharges		■		■			■		■		■	■	50%
Services	■	■	■	■	■	■	■	■	■	■	■	■	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

Valley Next Steps II
BH Care
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	18	0%	
Admits	1	3	-67%	▼
Discharges	1	1	0%	
Service Hours	271	232	17%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		17	94%	85%	86%	9%

Service Utilization

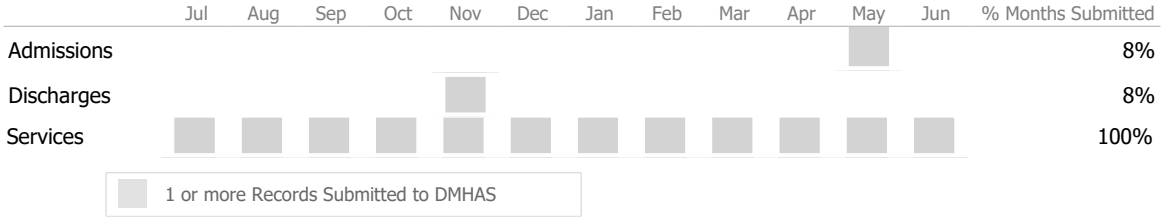
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		17	100%	90%	94%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	98%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	88%	78%

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

Valley OP Clinic 311210
BH Care
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,183	1,225	-3%
Admits	426	491	-13%
Discharges	466	483	-4%
Service Hours	14,523	15,338	-5%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	68%	49%

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		280	60%	50%	43%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		945	76%	60%	62%	16% ▲
✓ Improved/Maintained Function Score		1,010	93%	75%	47%	18% ▲
✓ Employed		398	32%	30%	27%	2%
● Stable Living Situation		1,033	84%	95%	77%	-11% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		771	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		393	96%	75%	79%	21% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 76 Active Standard Outpatient Programs

Valley PILOTS & Next Steps
BH Care
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	5	0%	
Admits	-	-		
Discharges	1	-		
Service Hours	92	82	12%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		5	100%	85%	86%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		4	100%	90%	96%	10%

Data Submission Quality

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

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	100%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges											■		8%
Services	■		■	■	■		■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 119 Active Supportive Housing – Scattered Site Programs

Valley Social Rehabilitation 311-280
BH Care
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	150	144	4%	
Admits	54	57	-5%	
Discharges	60	48	25%	▲
Service Hours	18	37	-52%	▼
Social Rehab/PHP/IOP Days	5,846	4,496	30%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		90	95%	90%	84%	5%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■		■		■	83%
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

Valley Young Adults 311-220Y
BH Care
Mental Health - ICS - Intensive Community Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	43	9%	
Admits	21	19	11%	▲
Discharges	17	16	6%	
Service Hours	2,642	2,077	27%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	92%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	53%	60%	54%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		42	88%	60%	83%	28%	▲
✓ Stable Living Situation		42	88%	60%	91%	28%	▲
✓ Improved/Maintained Function Score		36	92%	75%	52%	17%	▲
● Employed		11	23%	30%	26%	-7%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		30	97%	90%	99%	7%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■		■	■	■		■	■	■	■	83%
Discharges	■			■	■	■		■	■	■	■	■	75%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 19 Active Intensive Community Services Programs

YAS Transitional Housing Program
BH Care
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	3	6	-50%	▼
Discharges	5	5	0%	
Bed Days	1,795	1,979	-9%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	95%	87%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	95%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		5	100%	60%	70%	40%	▲

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Follow-up within 30 Days of Discharge		0	0%	90%	61%	-90%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		7	78%	60%	86%	18%	▲
● Stable Living Situation		8	89%	95%	96%	-6%	
● Employed		1	11%	25%	13%	-14%	▼
● Improved/Maintained Function Score		4	67%	95%	66%	-28%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	534 days	0.3	82%	90%	90%	-8%

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										■	■	■	25%
Discharges				■					■	■		■	33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Young Adults Shoreline - 556
BH Care
Mental Health - ICS - Intensive Community Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	14	100%	▲
Admits	17	7	143%	▲
Discharges	11	3	267%	▲
Service Hours	1,576	864	82%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	91%	92%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	96%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		8	73%	60%	54%	13%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		27	96%	60%	83%	36%	▲
✓ Stable Living Situation		27	96%	60%	91%	36%	▲
✓ Improved/Maintained Function Score		22	100%	75%	52%	25%	▲
✓ Employed		9	32%	30%	26%	2%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	94%	90%	99%	4%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■		■	■	■	■			75%
Discharges					■		■	■		■	■	■	50%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 19 Active Intensive Community Services Programs