Community Health Resources Inc.

Manchester, 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





Clients by Level of Care

Program Type Level of Care Type		#	%
Mental Health			
Outpatient		7,588	46.8%
Social Rehabilitation		778	4.8%
Crisis Services		556	3.4%
Community Support		332	2.0%
Employment Services		190	1.2%
Case Management		188	1.2%
ACT		135	0.8%
IOP		117	0.7%
ICS		72	0.4%
Residential Services		42	0.3%
Addiction			
Outpatient		2,596	16.0%
Medication Assisted Treatment		869	5.4%
Residential Services		421	2.6%
Recovery Support		193	1.2%
Forensics Community-based		58	0.4%
Case Management		51	0.3%
Forensic SA			
Forensics Community-based		1,353	8.3%
Forensic MH			
Forensics Community-based		667	4.1%

Consumer Satisfaction Survey (Based on 1,341 FY24 Surveys)



Client Demographics

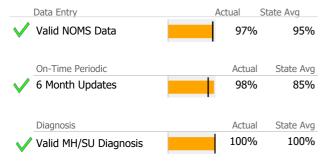
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1,526	12%	9%	Male	7,350	57%	60%
26-34	2,855	22%	19%	Female	5,596	43%	40%
35-44	3,247	25%	26%	Transgender/Other	56	0%	0%
45-54	2,130	16%	18%				
55-64	1,969	15%	18%				
65+	1,250	10%	10%	Race	#	%	State Avg
				White/Caucasian	8,311	64%	58%
Ethnicity	#	%	State Avg	Black/African American	1,814	14%	18%
Non-Hispanic	8,330	64%	64%	Unknown	1,299	10%	10%
Unknown	2,316	18%	14%	Other	1,162	9%	12%
Hisp-Puerto Rican	1,561	12%	10%	Am. Indian/Native Alaskan	193	1%	1%
Hispanic-Other	637	5%	12%	Asian	167	1%	1%
				Hawaiian/Other Pacific Islander	36	0%	0%
Hispanic-Mexican	119	1%	1%	Multiple Races	20	0%	1%
Hispanic-Cuban	39	0%	0%	•			
_	Unique Clients						

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

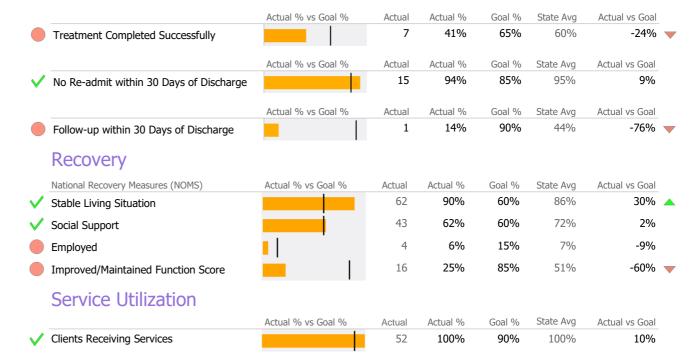
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	68	52	31%	•
Admits	26	18	44%	•
Discharges	17	10	70%	•
Service Hours	3,317	3,189	4%	

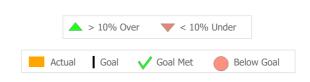
Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 11 Active Assertive Community Treatment Programs

Adult Intensive OP - Enfield 633-210X

Community Health Resources Inc. Mental Health - IOP - Standard IOP

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

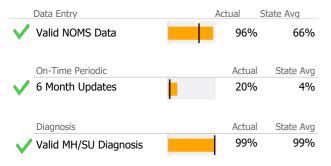
Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

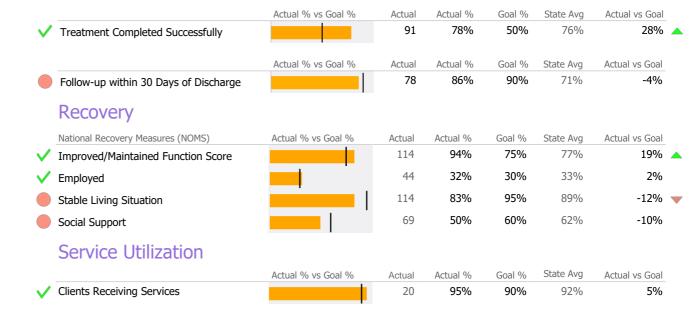
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	117	80	46%	•
Admits	127	75	69%	•
Discharges	116	77	51%	•
Service Hours		-		
Social Rehab/PHP/IOP Days	1,143	618	85%	•

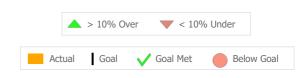
Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 4 Active Standard IOP Programs

Adult Outpatient - Bloomfield 620212

Community Health Resources Inc.

Mental Health - Outpatient - Standard Outpatient

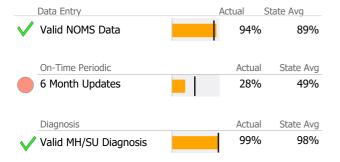
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

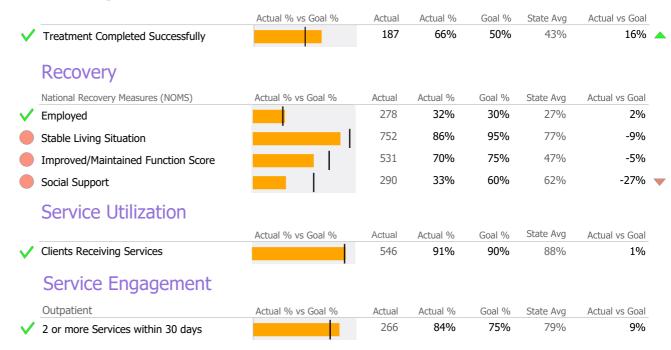
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	839	847	-1%	
Admits	331	304	9%	
Discharges	283	325	-13%	•
Service Hours	5,431	5,124	6%	

Data Submission Quality



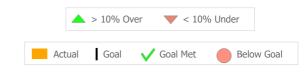
Discharge Outcomes



Data Submitted to DMHAS for Month

1 or more Records Submitted to DMHAS





^{*} State Avg based on 76 Active Standard Outpatient Programs

Adult Outpatient - Enfield 617-210

Community Health Resources Inc.

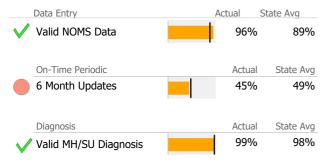
Mental Health - Outpatient - Standard Outpatient

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

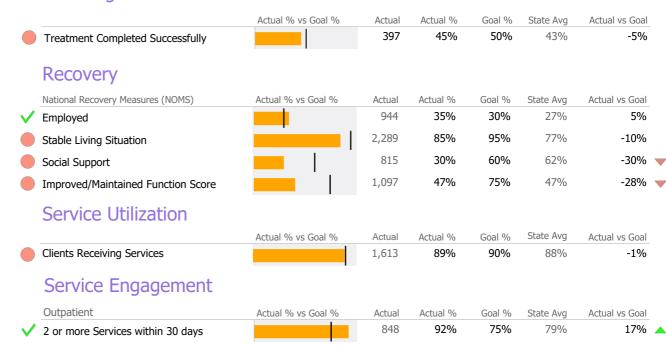
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,549	2,519	1%
Admits	996	941	6%
Discharges	880	932	-6%
Service Hours	11,034	10,431	6%

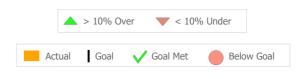
Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 76 Active Standard Outpatient Programs

Adult Outpatient MH Manchester

Community Health Resources Inc.

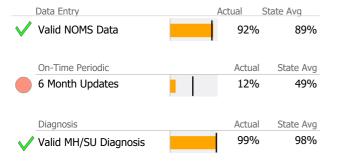
Mental Health - Outpatient - Standard Outpatient

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

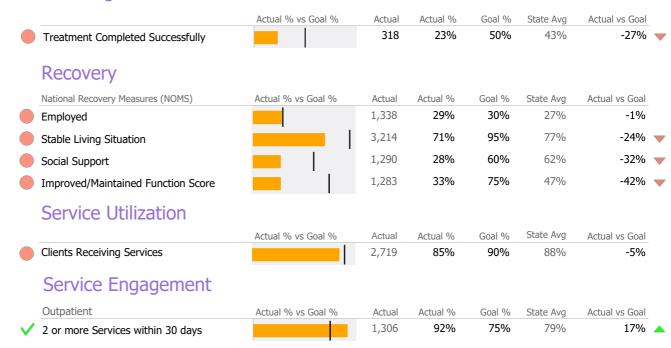
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4,366	4,162	5%
Admits	1,464	1,487	-2%
Discharges	1,367	1,249	9%
Service Hours	19 346	19 039	2%

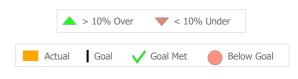
Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 76 Active Standard Outpatient Programs

Alden House YAS

Community Health Resources Inc.

Mental Health - Residential Services - MH Intensive Res. Rehabilitation

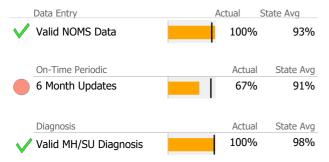
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

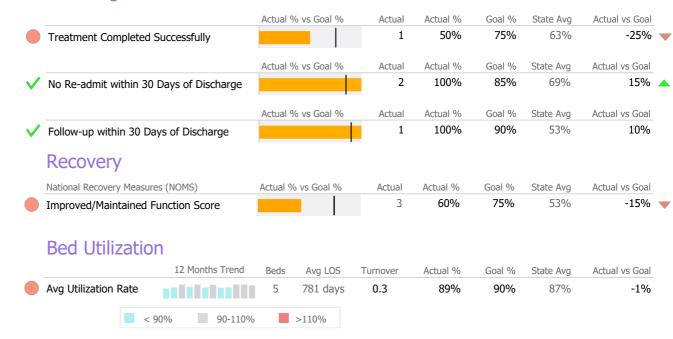
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	5	40%	•
Admits	3	2	50%	•
Discharges	2	1	100%	•
Bed Days	1,629	1,130	44%	•

Data Submission Quality

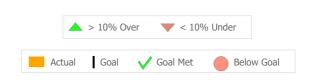


Discharge Outcomes



Data Submitted to DMHAS for Month





* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

Center Street

Community Health Resources Inc.

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)

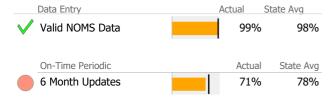
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	2	-	
Service Hours	138	146	-6%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
~	Stable Living Situation		9	100%	85%	86%	15%	_
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		7	100%	90%	94%	10%	

Data Submission Quality



Data Submitted to DMHAS for Month





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

Center Street 2

Community Health Resources Inc.

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)

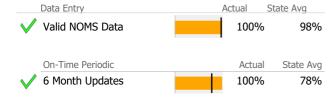
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% 🔺
Admits	1	-	
Discharges	2	-	
Service Hours	143	183	-22% ▼

Recovery

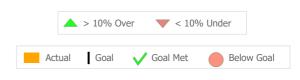
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V	Stable Living Situation		9	100%	85%	86%	15%	<u> </u>
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V	Clients Receiving Services		7	100%	90%	94%	10%	

Data Submission Quality



Data Submitted to DMHAS for Month





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

CHR Enfield ACT

Community Health Resources Inc.

Mental Health - ACT - Assertive Community Treatment

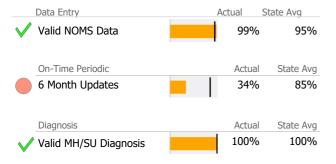
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

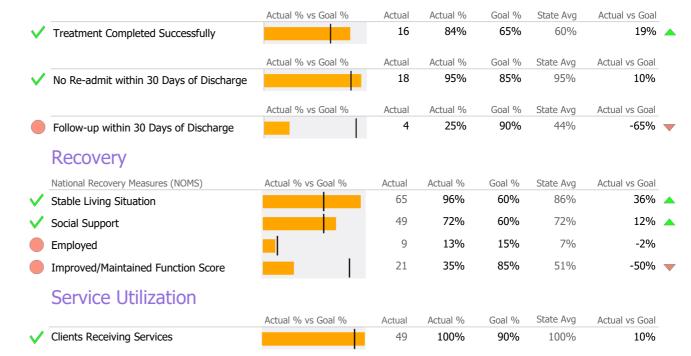
Program Activity

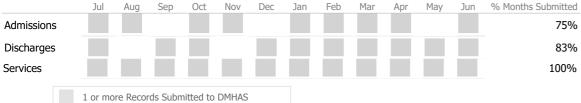
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	67	0%	
Admits	18	30	-40%	•
Discharges	19	18	6%	
Service Hours	5,077	4,933	3%	

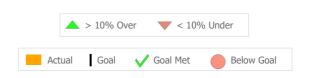
Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 11 Active Assertive Community Treatment Programs

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	531	577	-8%	
Admits	497	657	-24%	•
Discharges	460	566	-19%	•

Crisis



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
	1 or mo	ore Reco	rds Subn	nitted to	DMHAS								



^{*} State Avg based on 26 Active Mobile Crisis Team Programs

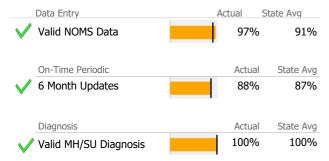
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

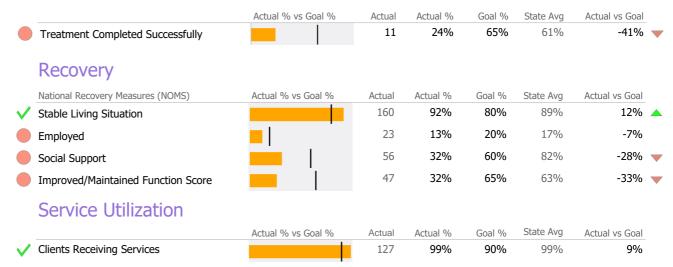
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	171	209	-18%	•
Admits	38	105	-64%	•
Discharges	46	81	-43%	•
Service Hours	3,689	4,478	-18%	•

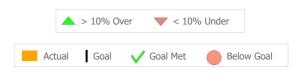
Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 33 Active CSP Programs

CSP/RP 617290, Enfield

Community Health Resources Inc.

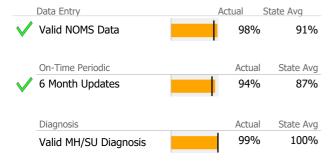
Mental Health - Community Support - CSP

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

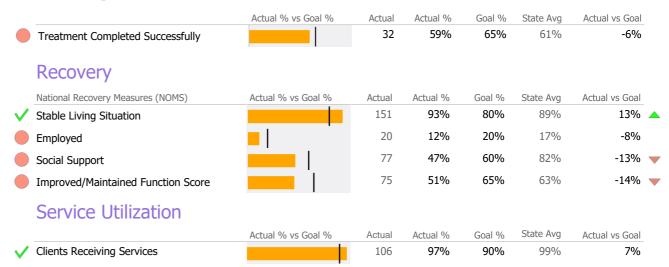
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	159	144	10%	•
Admits	69	69	0%	
Discharges	54	53	2%	
Service Hours	4,113	3,501	17%	•

Data Submission Quality



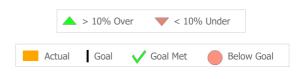
Discharge Outcomes



Data Submitted to DMHAS for Month

1 or more Records Submitted to DMHAS

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



^{*} State Avg based on 33 Active CSP Programs

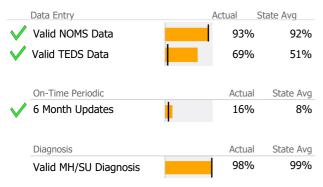
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

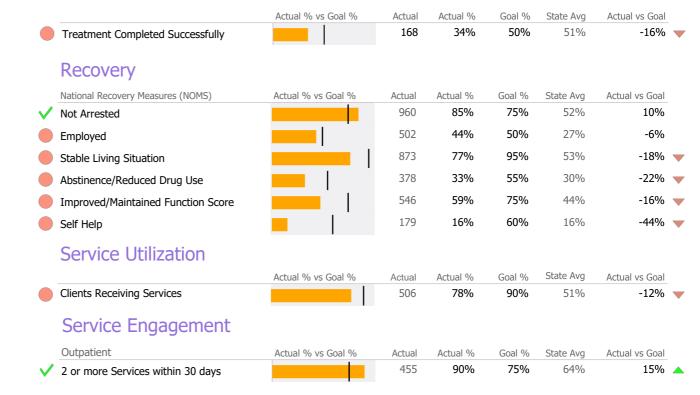
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,019	859	19%	•
Admits	568	593	-4%	
Discharges	492	384	28%	•
Service Hours	5,126	4,158	23%	•

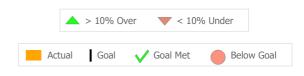
Data Submission Quality



Discharge Outcomes



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%
	1 or mo	ore Reco	rds Subn	nitted to	DMHAS								



^{*} State Avg based on 107 Active Standard Outpatient Programs

Enfield Methadone Maintenance

Community Health Resources Inc.

Addiction - Medication Assisted Treatment - Methadone Maintenance

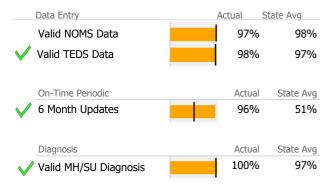
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	260	271	-4%	
Admits	111	96	16%	•
Discharges	96	116	-17%	•
Service Hours	864	993	-13%	•

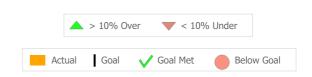
Data Submission Quality



Discharge Outcomes



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
Services													100%
	1 or m	ore Reco	rds Subn	nitted to	DMHAS								



^{*} State Avg based on 39 Active Methadone Maintenance Programs

Hendee

Community Health Resources Inc.

Mental Health - Residential Services - MH Intensive Res. Rehabilitation

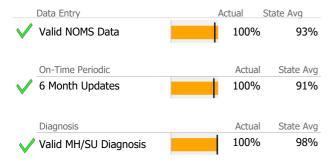
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

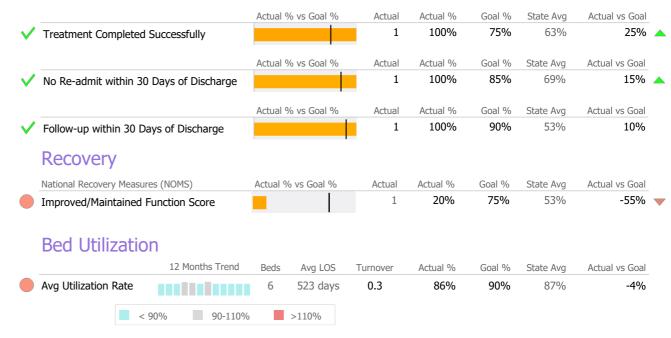
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	5	40%	•
Admits	2	5	-60%	•
Discharges	1	-		
Bed Days	1,893	1,143	66%	•

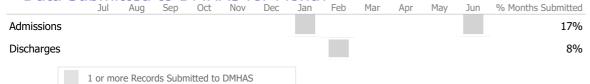
Data Submission Quality

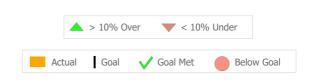


Discharge Outcomes



Data Submitted to DMHAS for Month





* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

Homeless to Housing Services

Community Health Resources Inc.

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)

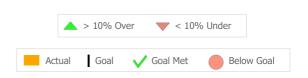
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	23	17%	•
Admits	5	23	-78%	•
Discharges	9	1	800%	•
Service Hours	221	274	-19%	•

Service Engagement







* State Avg based on 53 Active Outreach & Engagement Programs

HUD BOS 72

Community Health Resources Inc.

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)

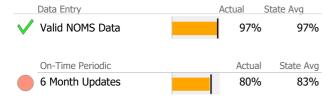
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	7	-14% ~
Admits	-	-	
Discharges	1	1	0%
Service Hours	135	96	41% 🔺

Recovery

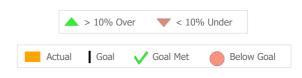
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		6	100%	85%	86%	15%	_
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
/	Clients Receiving Services		5	100%	90%	96%	10%	

Data Submission Quality



Data Submitted to DMHAS for Month





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

HUD CT 0061

Community Health Resources Inc.

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)

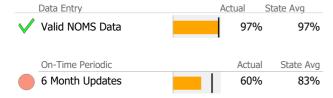
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	18	-6%	
Admits	1	-		
Discharges	1	2	-50% ¬	•
Service Hours	265	212	25% 🔺	•

Recovery

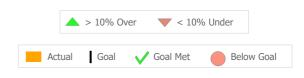
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
V	Stable Living Situation		15	88%	85%	86%	3%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
V	Clients Receiving Services		16	100%	90%	96%	10%

Data Submission Quality



Data Submitted to DMHAS for Month





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

Jail Diversion - Enfield 617-341

Community Health Resources Inc.

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	326	264	23%	•
Admits	310	255	22%	•
Discharges	283	258	10%	
Service Hours	493	475	4%	

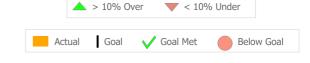
Service Utilization



Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		102	89%	0%	82%	89% 🔺

	Jui	Aug	Sep	OCL	INOV	Dec	Jaii	гер	I*Iai	Aþi	I⁴lay	Juli	70 MOHUIS SUDIFILLEU
Admissions													100%
Discharges													100%
Services													100%
	1 or m	ore Reco	rds Subr	nitted to	DMHAS	;							



^{*} State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Jail Diversion - Manchester 606-341

Community Health Resources Inc.

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	356	286	24%	•
Admits	291	232	25%	•
Discharges	213	216	-1%	
Service Hours	320	280	14%	•

Service Utilization

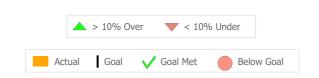


Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		125	84%	0%	82%	84% 🔺

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





st State Avg based on 19 Active Court Liaison-Jail Diversion Programs

MAT - Naltrexone - Willimantic

Community Health Resources Inc.

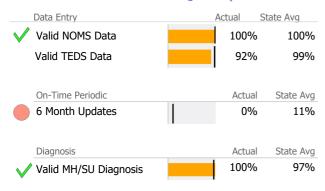
Addiction - Medication Assisted Treatment - Naltrexone

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

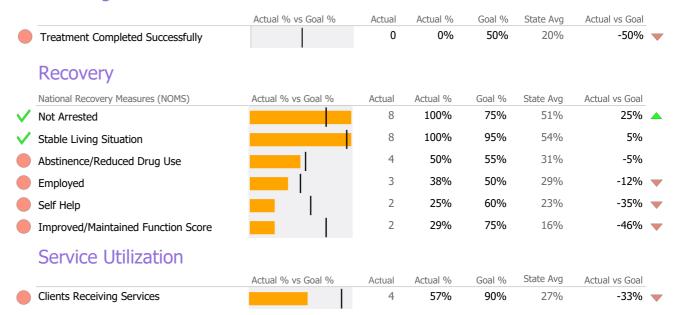
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	9	-11% 🔻	
Admits	1	4	-75% ▼	
Discharges	1	2	-50% ▼	
Service Hours	9	39	-77% ▼	

Data Submission Quality

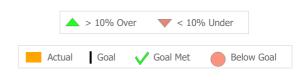


Discharge Outcomes



Data Submitted to DMHAS for Month





* State Avg based on 7 Active Naltrexone Programs

MATX OP

Community Health Resources Inc.

Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

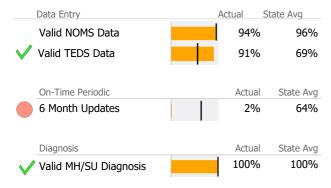
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

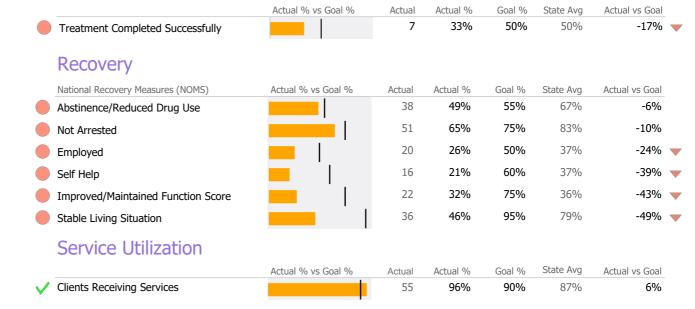
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	71	68	4%	
Admits	25	16	56%	•
Discharges	21	17	24%	•
Service Hours	331	326	2%	

Data Submission Quality

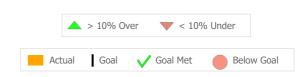


Discharge Outcomes



Data Submitted to DMHAS for Month





* State Avg based on 21 Active Buprenorphine Maintenance Programs

Milestone

Community Health Resources Inc.

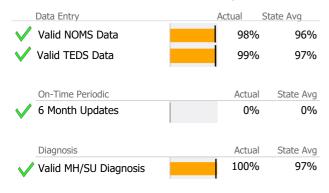
Addiction - Residential Services - SA Intensive Residential - Enhanced

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

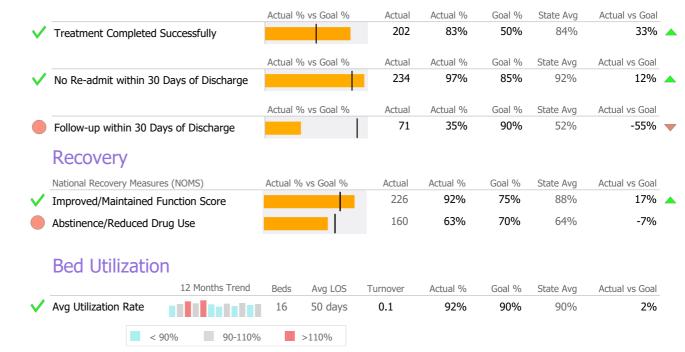
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	233	260	-10%	▼
Admits	241	265	-9%	
Discharges	242	259	-7%	
Bed Days	5,369	4,436	21%	•

Data Submission Quality

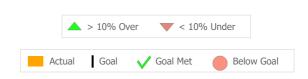


Discharge Outcomes



Data Submitted to DMHAS for Month





* State Avg based on 3 Active SA Intensive Residential - Enhanced Programs

New Life Residential LTT

Community Health Resources Inc.

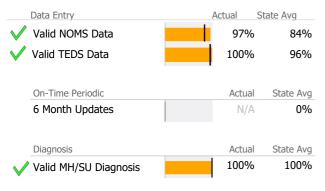
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

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

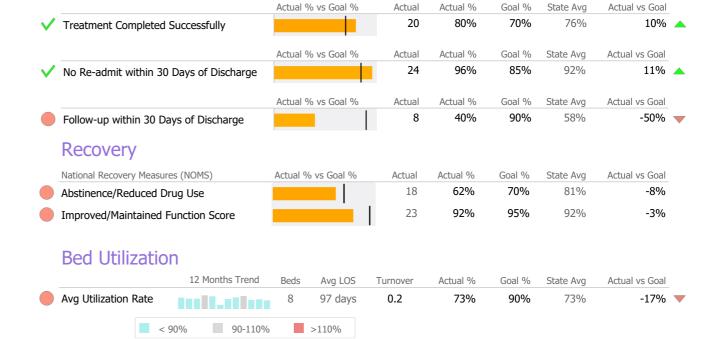
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	22	18%	•
Admits	27	19	42%	•
Discharges	25	20	25%	•
Bed Days	2,126	1,435	48%	•

Data Submission Quality

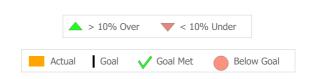


Discharge Outcomes



Data Submitted to DMHAS for Month





* State Avg based on 18 Active Intermediate/Long Term Res.Tx 3.5 Programs

Next Step Bloomfield

Community Health Resources Inc.

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)

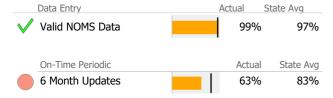
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	30	-7%	
Admits	4	3	33% 🔺	
Discharges	3	6	-50% 🔻	
Service Hours	510	708	-28% 🔻	

Recovery

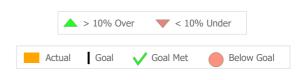
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		25	89%	85%	86%	4%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
/	Clients Receiving Services		25	100%	90%	96%	10%

Data Submission Quality



Data Submitted to DMHAS for Month





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

Next Step Manchester

Community Health Resources Inc.

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)

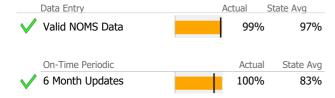
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	13	-23%	▼
Admits	1	3	-67%	•
Discharges	1	4	-75%	•
Service Hours	215	214	0%	

Recovery

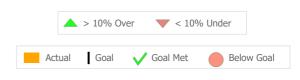
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		10	100%	85%	86%	15%	_
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		8	89%	90%	96%	-1%	

Data Submission Quality



Data Submitted to DMHAS for Month





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

Northfield Group Home - Enfield 617-240

Community Health Resources Inc.

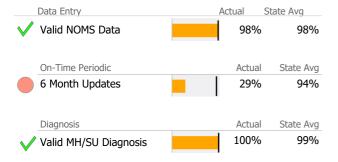
Mental Health - Residential Services - Group Home

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

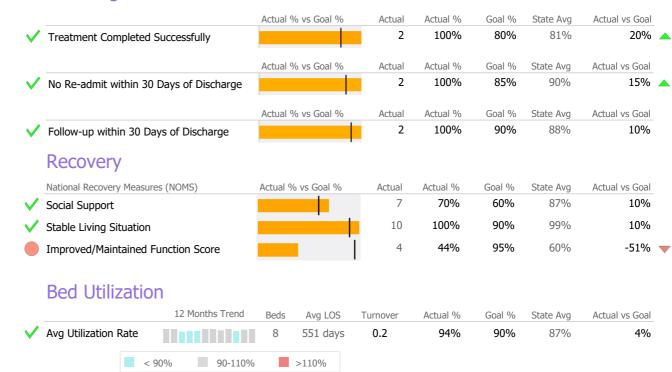
Program Activity

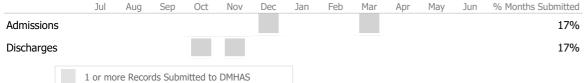
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	12	-17%	•
Admits	2	6	-67%	•
Discharges	2	4	-50%	•
Bed Days	2,753	2,660	3%	

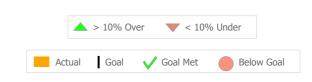
Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 22 Active Group Home Programs

Nursing Home Diversion

Community Health Resources Inc.

Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

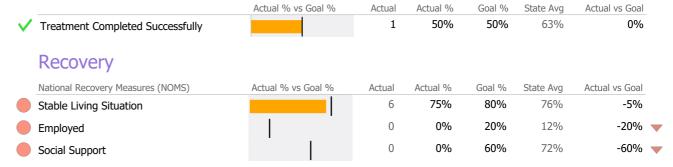
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	39	-79%	•
Admits	4	30	-87%	•
Discharges	2	35	-94%	•

Data Submission Quality

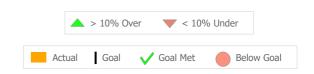
	_		
Data Entry		Actual	State Avg
Valid NOMS Data		91%	93%
On-Time Periodic		Actua	I State Avg
6 Month Updates		0%	62%

Discharge Outcomes



Data Submitted to DMHAS for Month





* State Avg based on 22 Active Standard Case Management Programs

Oak Street Recovery House

Community Health Resources Inc.

Addiction - Residential Services - Recovery House

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

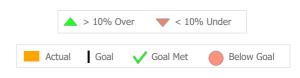
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	68	-6%
Admits	61	65	-6%
Discharges	58	63	-8%
Bed Days	3,217	2,548	26% 🔺

Discharge Outcomes



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
	1 or mo	re Reco	rds Subn	nitted to	DMHAS								



* State Avg based on 13 Active Recovery House Programs

Outpatient 202200 (formerly New Directions)

Community Health Resources Inc.

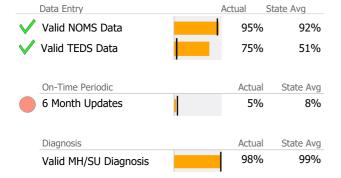
Addiction - Outpatient - Standard Outpatient

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

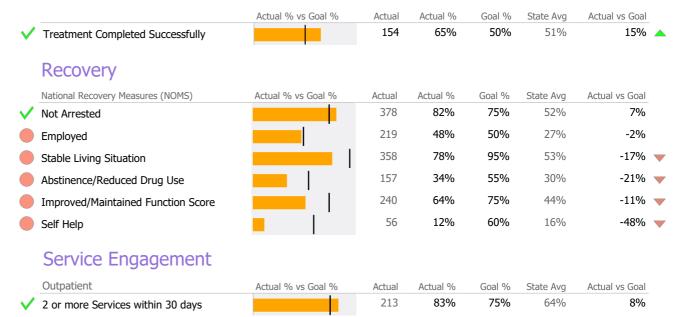
Program Activity

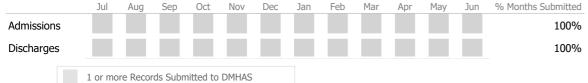
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	409	315	30%	•
Admits	289	240	20%	•
Discharges	236	162	46%	•

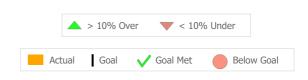
Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 107 Active Standard Outpatient Programs

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

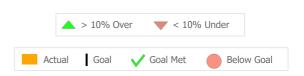
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	47	39	21%	•
Admits	28	25	12%	•
Discharges	25	19	32%	•
Service Hours	459	549	-16%	•

Service Engagement







* State Avg based on 53 Active Outreach & Engagement Programs

Pilots Manchester & CT0073

Community Health Resources Inc.

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)

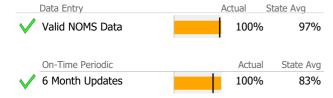
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	1	-	
Discharges	2	2	0%
Service Hours	290	261	11% 🔺

Recovery

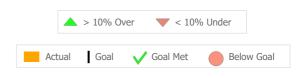
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		15	100%	85%	86%	15%	•
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
/	Clients Receiving Services		12	92%	90%	96%	2%	

Data Submission Quality



Data Submitted to DMHAS for Month





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

PTIP Willimantic

Community Health Resources Inc.

Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

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	1,350	1,123	20%	•
Admits	559	674	-17%	•
Discharges	299	335	-11%	•

Data Submitted to DMHAS for Month

Data	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
	1 or m	nore Reco	rds Subr	nitted to	DMHAS								



* State Avg based on 6 Active Pre-trial Intervention Programs Programs

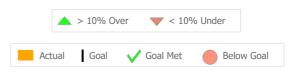
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	193	208	-7%	
Admits	39	43	-9%	
Discharges	41	49	-16%	•

Data Submitted to DMHAS for Month

Data	Ju			Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
	1 or	more Re	cords Sub	mitted to	DMHAS	5							



* State Avg based on 11 Active Peer Based Mentoring Programs

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	36	34	6%	
Admits	49	42	17%	•
Discharges	49	42	17%	•
Bed Days	1,476	1,183	25%	•

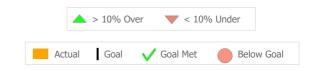
Discharge Outcomes



Bed Utilization



	Ju	ıl Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
	1 or	more Reco	ords Sub	mitted to	DMHAS	;							



^{*} State Avg based on 13 Active Respite Bed Programs

Roots to Recovery

Community Health Resources Inc.

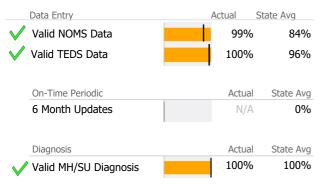
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

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

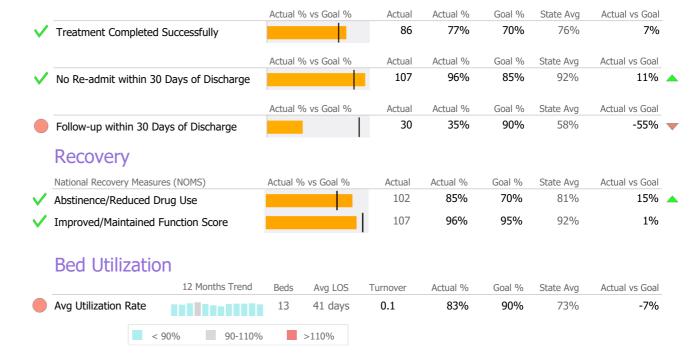
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	116	93	25%	•
Admits	109	85	28%	•
Discharges	111	84	32%	•
Bed Days	3,954	3,835	3%	

Data Submission Quality

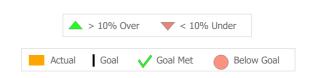


Discharge Outcomes



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%
	1 or mo	ore Recor	ds Subn	nitted to	DMHAS								



* State Avg based on 18 Active Intermediate/Long Term Res.Tx 3.5 Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard

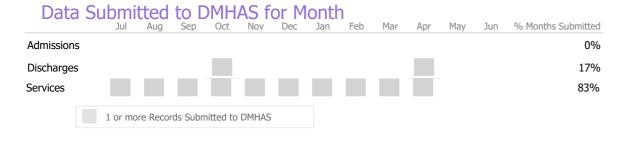
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

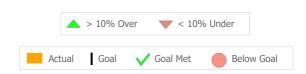
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	28	-39%	lacktriangle
Admits	-	19	-100%	•
Discharges	8	12	-33%	•
Service Hours	29	111	-74%	•

Service Engagement







* State Avg based on 53 Active Outreach & Engagement Programs

SOR - Hartford CC MM

Community Health Resources Inc.

Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

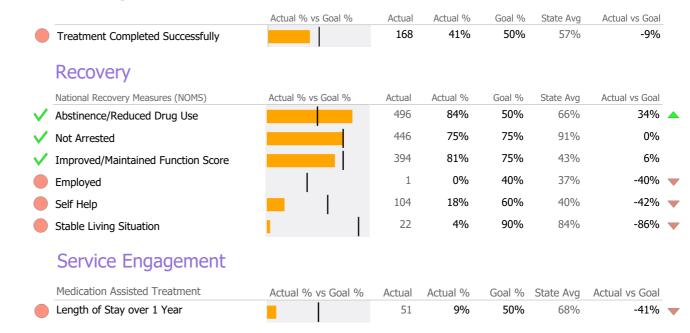
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	535	455	18%	•
Admits	443	393	13%	•
Discharges	410	354	16%	•

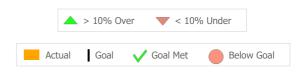
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	98%
Valid TEDS Data	94%	97%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	61%	51%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes







^{*} State Avg based on 39 Active Methadone Maintenance Programs

Strickland Street Residence - Manchester

Community Health Resources Inc.

Mental Health - Residential Services - MH Intensive Res. Rehabilitation

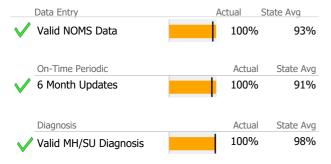
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

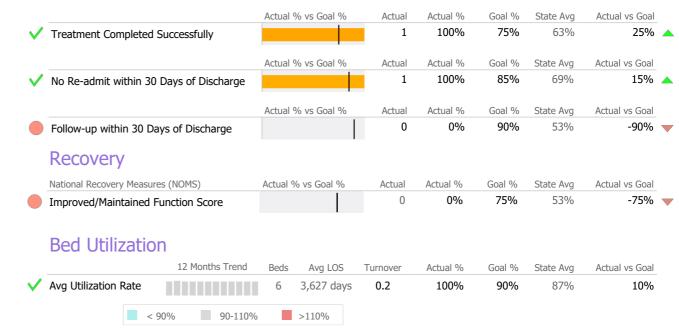
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	•
Admits	1	-		
Discharges	1	-		
Bed Days	2,199	2,196	0%	

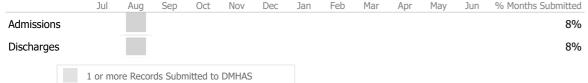
Data Submission Quality

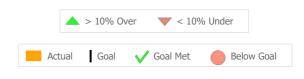


Discharge Outcomes



Data Submitted to DMHAS for Month





* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

Supported Employment Enfield

Community Health Resources Inc.

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	89	81	10%	
Admits	61	47	30%	•
Discharges	48	56	-14%	•
Service Hours	1,041	566	84%	•

Recovery

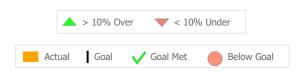
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
V	Employed		38	42%	35%	42%	7%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
1	Clients Receiving Services		42	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	98	% 92%
On-Time Periodic	Actu	ual State Avg
6 Month Updates	90	% 94%

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 m	ore Reco	rds Subr	nitted to	DMHAS								



* State Avg based on 36 Active Employment Services Programs

Supported Employment Manchester

Community Health Resources Inc.

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	103	107	-4%	
Admits	53	66	-20%	•
Discharges	51	57	-11%	•
Service Hours	685	833	-18%	•

Recovery

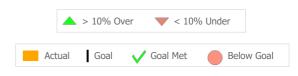
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		44	41%	35%	42%	6%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
/	Clients Receiving Services		55	98%	90%	98%	8%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	93	3% 92%
On-Time Periodic	Ac	tual State Avg
6 Month Updates	9!	5% 94%

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 mo	ore Recor	ds Subn	nitted to	DMHAS								



* State Avg based on 36 Active Employment Services Programs

The Hub Enfield

Community Health Resources Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

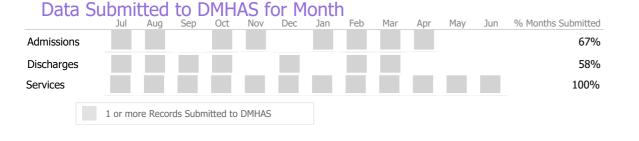
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

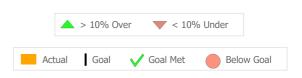
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	83	94	-12%	▼
Admits	21	24	-13%	•
Discharges	22	32	-31%	•
Service Hours	67	153	-57%	•
Social Rehab/PHP/IOP Days	2,795	2,905	-4%	

Service Utilization







^{*} State Avg based on 34 Active Social Rehabilitation Programs

The Hub Manchester

Community Health Resources Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

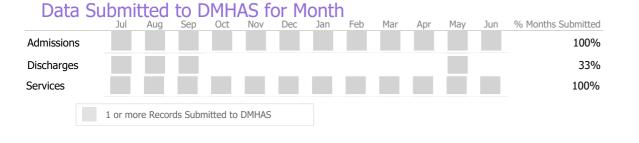
Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

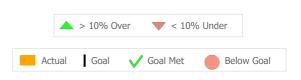
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	695	619	12%	•
Admits	226	270	-16%	•
Discharges	32	176	-82%	•
Service Hours	38	38	1%	
Social Rehab/PHP/IOP Days	6,315	4,629	36%	•

Service Utilization







^{*} State Avg based on 34 Active Social Rehabilitation Programs

TPP Danielson

Community Health Resources Inc.

Addiction - 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)

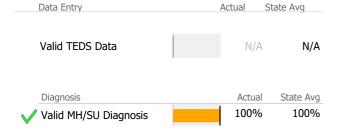
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	34	6%	
Admits	31	22	41%	•
Discharges	21	28	-25%	•
Service Hours	14	5		•

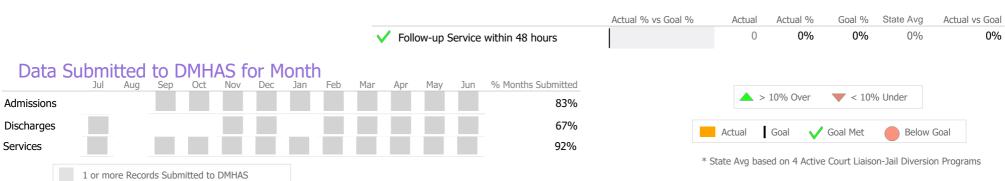
Service Utilization



Data Submission Quality



Jail Diversion



TPP Manchester

Community Health Resources Inc.

Addiction - 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)

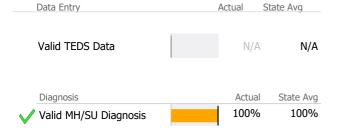
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	15	47%	•
Admits	14	11	27%	•
Discharges	13	8	63%	•
Service Hours	2			

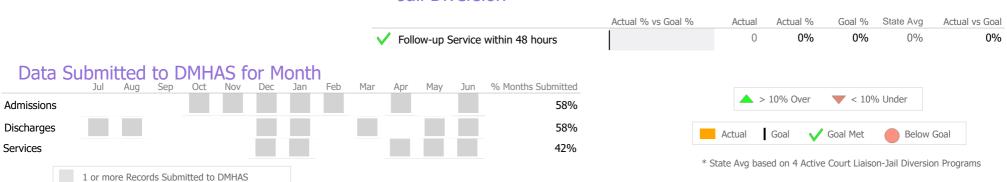
Service Utilization



Data Submission Quality



Jail Diversion



Transitional Support Program (TSP) YAS

Community Health Resources Inc.

Mental Health - Residential Services - Supervised Apartments

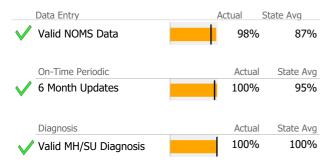
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 10, 2025)

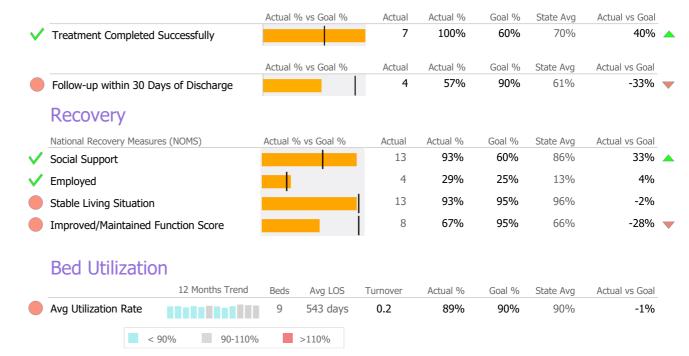
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	15	-7%	
Admits	5	7	-29%	•
Discharges	7	7	0%	
Bed Days	2,909	3,247	-10%	

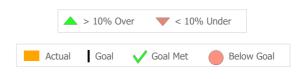
Data Submission Quality



Discharge Outcomes







 $[\]ensuremath{^{*}}$ State Avg based on 62 Active Supervised Apartments Programs

Willimantic OP

Community Health Resources Inc.

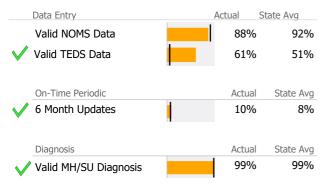
Addiction - Outpatient - Standard Outpatient

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

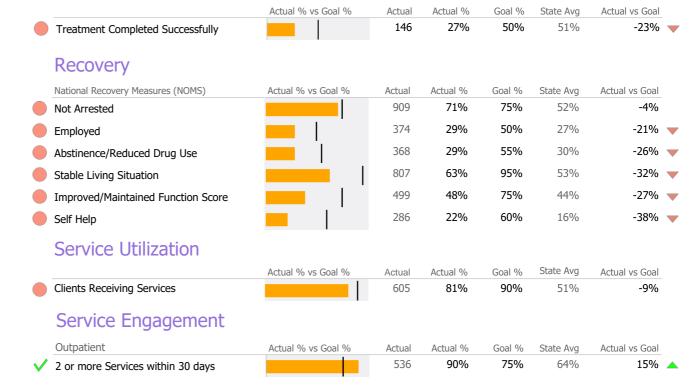
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,205	829	45%	•
Admits	640	416	54%	•
Discharges	537	211	155%	•
Service Hours	5,291	2,633	101%	•

Data Submission Quality



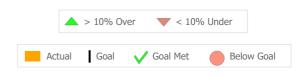
Discharge Outcomes



Data Submitted to DMHAS for Month

1 or more Records Submitted to DMHAS

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



^{*} State Avg based on 107 Active Standard Outpatient Programs

Women's REACH

Community Health Resources Inc.

Addiction - 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	41		
Admits	41	-	
Discharges	18	-	
Service Hours	27	-	

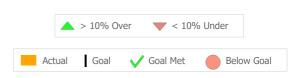
Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		41	100%	50%	78%	50% 🔺

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													67%
Discharges													58%
Services													67%

1 or more Records Submitted to DMHAS



^{*} State Avg based on 24 Active Outreach & Engagement Programs

YAS CTT - Enfield 617-373

Community Health Resources Inc.

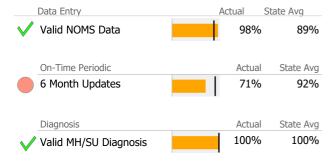
Mental Health - ICS - Intensive Community Services

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

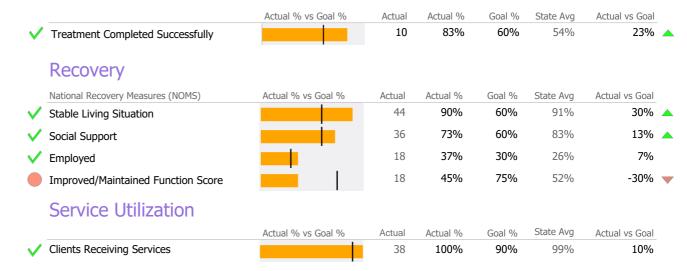
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	43	12%	•
Admits	20	26	-23%	•
Discharges	12	16	-25%	•
Service Hours	4,116	2,706	52%	•

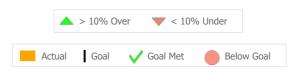
Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 19 Active Intensive Community Services Programs

Young Adult Services - Manchester

Community Health Resources Inc.

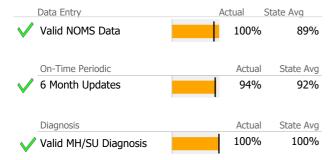
Mental Health - ICS - Intensive Community Services

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

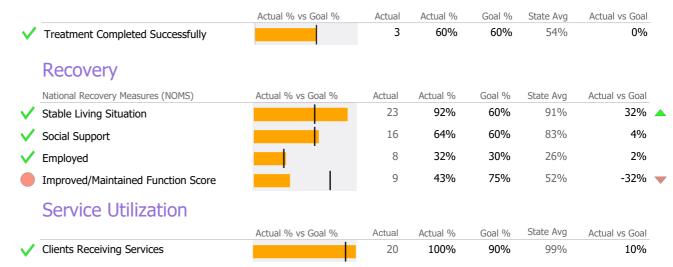
Program Activity

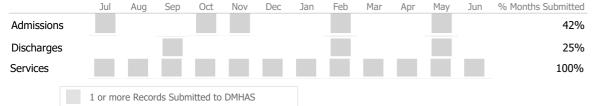
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	28	-11%	•
Admits	7	10	-30%	•
Discharges	5	11	-55%	•
Service Hours	2,803	3,203	-12%	•

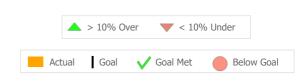
Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 19 Active Intensive Community Services Programs