Community Renewal Team (CRT)
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - June 2025   (Data as of Sep 09, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,655	1,612	2%	
	Admits	479	826	-42%	▼
	Discharges	299	475	-37%	▼
	Service Hours	3,079	3,350	-8%	
	Bed Days	365	354	3%	

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

Consumer Satisfaction Survey   (Based on 230 FY24 Surveys)

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

Legend: ▬ Satisfied % | Goal %   ▬ 0-80%   ▬ 80-100%   ✓ Goal Met   ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	1,444	83.9%
Forensic SA			
	Case Management	211	12.3%
Mental Health			
	Case Management	40	2.3%
	Outpatient	25	1.5%
Forensic MH			
	Crisis Services	1	0.1%

Client Demographics

Age

	#	%	State Avg
18-25	74	4%	9%
26-34	382	23%	19%
35-44	520	31%	26%
45-54	333	20%	18%
55-64	242	15%	18%
65+	104	6%	10%

Gender

	#	%		State Avg
Male	1,340	81%	▲	60%
Female	315	19%	▼	40%
Transgender/Other	2	0%		0%

Ethnicity

	#	%		State Avg
Non-Hispanic	826	50%	▼	64%
Hisp-Puerto Rican	296	18%		10%
Unknown	289	17%		14%
Hispanic-Other	237	14%		12%
Hispanic-Mexican	5	0%		1%
Hispanic-Cuban	4	0%		0%

Race

	#	%		State Avg
Black/African American	472	28%		18%
Other	436	26%	▲	12%
Unknown	408	25%	▲	10%
White/Caucasian	291	18%	▼	58%
Asian	29	2%		1%
Multiple Races	11	1%		1%
Am. Indian/Native Alaskan	8	0%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

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

Asian Family Service OP 627210
Community Renewal Team (CRT)
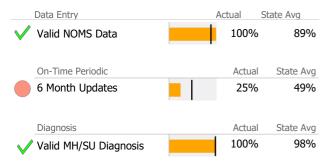Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)
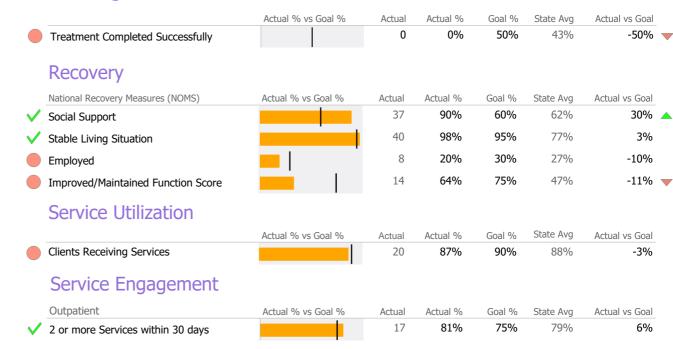
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	23	9%	
Admits	21	19	11%	▲
Discharges	18	3	500%	▲
Service Hours	101	84	21%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		25%	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		0	0%	50%	43%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		37	90%	60%	62%	30%	▲
✓ Stable Living Situation		40	98%	95%	77%	3%	
● Employed		8	20%	30%	27%	-10%	
● Improved/Maintained Function Score		14	64%	75%	47%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		20	87%	90%	88%	-3%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		17	81%	75%	79%	6%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢						▢			▢		25%
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 76 Active Standard Outpatient Programs

CORP-Prison Off Re-entry703555
Community Renewal Team (CRT)
Forensic MH - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	2	-50%	▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	-	-		
Bed Days	365	354	3%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	95%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	61%	N/A

Data Submission Quality

Data Entry	Actual	State Avg

Diagnosis		Actual	State Avg
✔ Valid MH/SU Diagnosis		100%	68%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔ Avg Utilization Rate		1	650 days	0.3	100%	90%	59%	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%
Services													0%

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	❘ Goal	✔ Goal Met	● Below Goal

* State Avg based on 8 Active Respite Bed Programs

Next Steps - Pilots
Community Renewal Team (CRT)
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	421	584	-28% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		7	88%	85%	86%	3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		8	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	75%	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													92%

☐ 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

Post-Release Transitional Forensic Case Management
Community Renewal Team (CRT)
Forensic SA - 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 09, 2025)
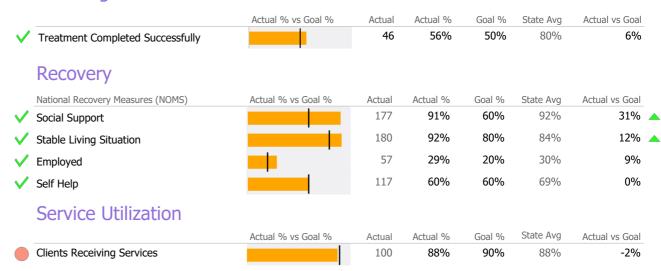
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	192	174	10%	▲
Admits	148	149	-1%	
Discharges	82	130	-37%	▼
Service Hours	1,261	1,261	0%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		46	56%	50%	80%	6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		177	91%	60%	92%	31%	▲
✓ Stable Living Situation		180	92%	80%	84%	12%	▲
✓ Employed		57	29%	20%	30%	9%	
✓ Self Help		117	60%	60%	69%	0%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		100	88%	90%	88%	-2%	

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 8 Active Standard Case Management Programs

Pre-Release Transitional Forensic Case Management
Community Renewal Team (CRT)
Forensic SA - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
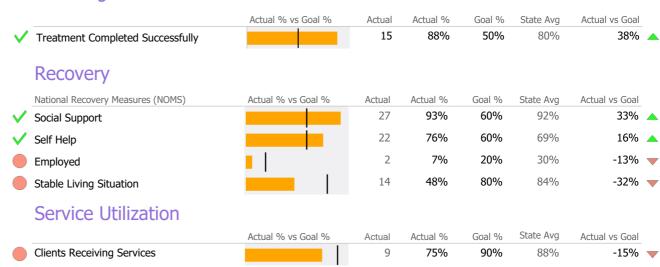Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	31	-6%	
Admits	18	27	-33%	▼
Discharges	17	20	-15%	▼
Service Hours	72	95	-24%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		15	88%	50%	80%	38%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		27	93%	60%	92%	33%	▲
✓ Self Help		22	76%	60%	69%	16%	▲
● Employed		2	7%	20%	30%	-13%	▼
● Stable Living Situation		14	48%	80%	84%	-32%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		9	75%	90%	88%	-15%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪			▪			▪	▪	▪	▪	▪	▪	67%
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 8 Active Standard Case Management Programs

PSH HUD SNOFO
Community Renewal Team (CRT)
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	10	220%	▲
Admits	22	10	120%	▲
Discharges	-	-		
Service Hours	666	99		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		22	69%	85%	86%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		30	94%	90%	96%	4%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	97%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		80%	83%

Data Submitted to DMHAS for Month

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

SA Outpatient 703725
Community Renewal Team (CRT)
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
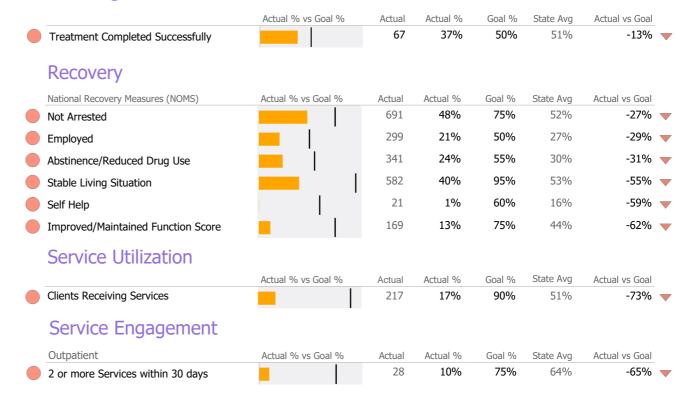Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,442	1,320	9%	
Admits	270	473	-43%	▼
Discharges	182	161	13%	▲
Service Hours	557	1,068	-48%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	92%
✓	Valid TEDS Data	86%	51%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	2%	8%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		67	37%	50%	51%	-13%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Not Arrested		691	48%	75%	52%	-27%	▼
●	Employed		299	21%	50%	27%	-29%	▼
●	Abstinence/Reduced Drug Use		341	24%	55%	30%	-31%	▼
●	Stable Living Situation		582	40%	95%	53%	-55%	▼
●	Self Help		21	1%	60%	16%	-59%	▼
●	Improved/Maintained Function Score		169	13%	75%	44%	-62%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		217	17%	90%	51%	-73%	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		28	10%	75%	64%	-65%	▼

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