Journey Home
West Hartford, CT

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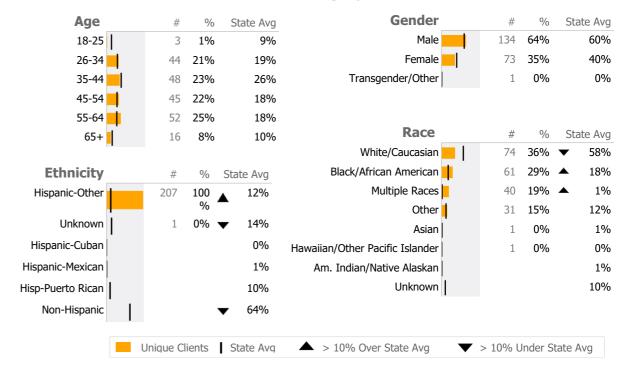Reporting Period: July 2024 - June 2025   (Data as of Sep 09, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	208	67	210%	▲
	Admits	153	67	128%	▲
	Discharges	72	12	500%	
	Service Hours	790	285	177%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	208	100.0%

Client Demographics

Age

	#	%	State Avg
18-25	3	1%	9%
26-34	44	21%	19%
35-44	48	23%	26%
45-54	45	22%	18%
55-64	52	25%	18%
65+	16	8%	10%

Gender

	#	%	State Avg
Male	134	64%	60%
Female	73	35%	40%
Transgender/Other	1	0%	0%

Ethnicity

	#	%		State Avg
Hispanic-Other	207	100%	▲	12%
Unknown	1	0%	▼	14%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican				10%
Non-Hispanic			▼	64%

Race

	#	%		State Avg
White/Caucasian	74	36%	▼	58%
Black/African American	61	29%	▲	18%
Multiple Races	40	19%	▲	1%
Other	31	15%		12%
Asian	1	0%		1%
Hawaiian/Other Pacific Islander	1	0%		0%
Am. Indian/Native Alaskan				1%
Unknown				10%

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

Survey Data Not Available

ARPA MHBG Central and GH CAN
Journey Home
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 09, 2025)

Program Activity

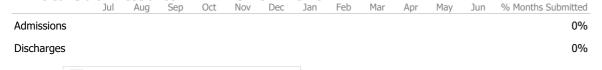| Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	62%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	63%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	12%	-20% ▼
Social Support		N/A	N/A	60%	73%	-60% ▼
Stable Living Situation		N/A	N/A	80%	77%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	81%	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 22 Active Standard Case Management Programs

SNOFO Outreach - Central CAN
Journey Home
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 09, 2025)

Program Activity

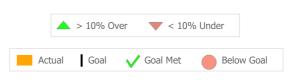| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	26	119%	▲
Admits	32	26	23%	▲
Discharges	21	1	2000%	▲
Service Hours	179	48		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		27	84%	50%	94%	34%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪			▪	▪			▪	▪	▪	100%
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 53 Active Outreach & Engagement Programs

SNOFO Outreach - Greater Hartford CAN
Journey Home
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 09, 2025)

Program Activity

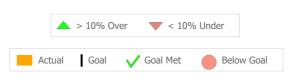| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	121	41	195%	▲
Admits	91	41	122%	▲
Discharges	50	11	355%	▲
Service Hours	474	237	100%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		79	87%	50%	94%	37%	▲

Data Submitted to DMHAS for Month

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

▪ 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

Unsheltered Homeless Street outreach - Central CT
Journey Home
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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18		
Admits	18	-	
Discharges	1	-	
Service Hours	70	-	

Service Engagement

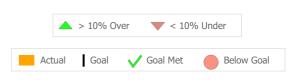| Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		18	100%	50%	94%	50% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions						▦	▦	▦	▦				33%
Discharges									▦				8%
Services							▦	▦	▦				25%

▦	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

Unsheltered Homeless Street outreach - Greater Har
Journey Home
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 09, 2025)

Program Activity

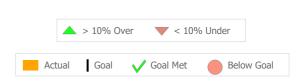| Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12		
Admits	12	-	
Discharges	-	-	
Service Hours	68	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		12	100%	50%	94%	50% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▢	▢	▢				25%
Discharges													0%
Services							▢	▢	▢				25%

▢ 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