Martin House
Norwich, 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	11	11	0%
	Admits	2	3	-33% ▼
	Discharges	2	2	0%
	Service Hours		-	
	Bed Days	3,284	3,202	3%

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

Consumer Satisfaction Survey   (Based on 9 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	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			
	Residential Services	10	90.9%
	Case Management	1	9.1%

Client Demographics

Age

	#	%		State Avg
18-25				9%
26-34	5	45%	▲	19%
35-44	1	9%	▼	26%
45-54	3	27%		18%
55-64	1	9%		18%
65+	1	9%		10%

Gender

	#	%		State Avg
Male	10	91%	▲	60%
Female	1	9%	▼	40%
Transgender/Other				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	8	73%		64%
Hisp-Puerto Rican	3	27%	▲	10%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hispanic-Other			▼	12%
Unknown			▼	14%

Race

	#	%		State Avg
White/Caucasian	8	73%	▲	58%
Other	2	18%		12%
Black/African American	1	9%		18%
Am. Indian/Native Alaskan				1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Unknown				10%

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

Martin House - Recovery for Life - 255
Martin House
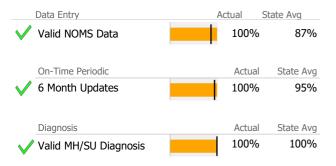Mental Health - Residential Services - Supervised Apartments

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	1	3	-67% ▼
Discharges	2	2	0%
Bed Days	3,284	3,202	3%

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% ▼
✓	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		10	100%	60%	86%	40% ▲
✓ Stable Living Situation		10	100%	95%	96%	5%
🔴 Improved/Maintained Function Score		9	90%	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		9	1,632 days	0.2	100%	90%	90%	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					▦								8%
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
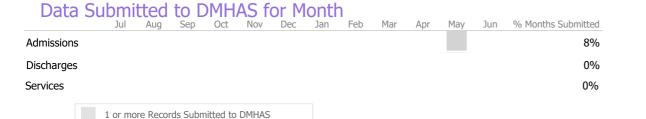
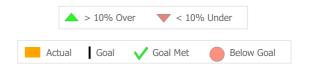**Martin House Case Management Support Program**
Martin House
Mental Health - Case Management - Standard Case Management

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	1		
Admits	1	-	
Discharges	-	-	
Service Hours	-	-	

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
✓ Social Support		1	100%	60%	73%	40% ▲
✓ Stable Living Situation		1	100%	80%	77%	20% ▲
● Employed		0	0%	20%	12%	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	93%

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	81%	-90% ▼

Data Submitted to DMHAS for Month

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