New Milford Hospital
New Milford, 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	295	285	3%
	Admits	25	22	14% ▲
	Discharges	15	16	-6%
	Service Hours	1,194	1,263	-6%

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

Consumer Satisfaction Survey

(Based on 120 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		99%	80%	91%
✓ Access		98%	80%	88%
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		95%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Outcome		95%	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	295	100.0%

Client Demographics

Age	#	%	State Avg
18-25	8	3%	9%
26-34	50	17%	19%
35-44	50	17%	26%
45-54	54	18%	18%
55-64	70	24%	18%
65+	62	21% ▲	10%

Gender	#	%	State Avg
Female	188	64% ▲	40%
Male	107	36% ▼	60%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	273	93% ▲	64%
Hispanic-Other	8	3%	12%
Hisp-Puerto Rican	7	2%	10%
Unknown	4	1% ▼	14%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	285	97% ▲	58%
Black/African American	5	2% ▼	18%
Other	4	1% ▼	12%
Asian	1	0%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			10%

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

23 Poplar St. OP Clin 515-210
New Milford Hospital
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	295	285	4%	
Admits	25	22	14%	▲
Discharges	15	16	-6%	
Service Hours	1,194	1,263	-6%	

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	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		4	27%	50%	43%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		27	9%	30%	27%	-21%	▼
Social Support		54	18%	60%	62%	-42%	▼
Improved/Maintained Function Score		2	1%	75%	47%	-74%	▼
Stable Living Situation		60	20%	95%	77%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		192	69%	90%	88%	-21%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		13	52%	75%	79%	-23%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		■	■	■	■	■	■	■	■				67%
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 76 Active Standard Outpatient Programs