Sound Community Services Inc.
New London, 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	1,119	1,200	-7%	
	Admits	468	591	-21%	▼
	Discharges	450	593	-24%	▼
	Service Hours	24,249	32,749	-26%	▼
	Bed Days	14,460	14,801	-2%	
	S.Rehab/PHP/IOP	14,502	19,047	-24%	▼

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

Consumer Satisfaction Survey   (Based on 187 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Respect		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Overall		91%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Access		90%	80%	88%
● Outcome		69%	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	940	58.1%
	Social Rehabilitation	311	19.2%
	Community Support	255	15.8%
	Residential Services	71	4.4%
	Case Management	38	2.3%
Forensic MH			
	Residential Services	3	0.2%

Client Demographics

Age

	#	%	State Avg
18-25	131	12%	9%
26-34	196	17%	19%
35-44	200	18%	26%
45-54	169	15%	18%
55-64	265	24%	18%
65+	163	15%	10%

Gender

	#	%		State Avg
Female	572	51%	▲	40%
Male	549	49%	▼	60%
Transgender/Other	3	0%		0%

Ethnicity

	#	%	State Avg
Non-Hispanic	811	72%	64%
Unknown	152	14%	14%
Hispanic-Other	92	8%	12%
Hisp-Puerto Rican	65	6%	10%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban			0%

Race

	#	%		State Avg
White/Caucasian	796	71%	▲	58%
Black/African American	200	18%		18%
Unknown	56	5%		10%
Am. Indian/Native Alaskan	25	2%		1%
Other	21	2%		12%
Hawaiian/Other Pacific Islander	14	1%		0%
Asian	12	1%		1%
Multiple Races				1%

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

AXS Center -211
Sound Community Services 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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	83	-10%	
Admits	14	27	-48%	▼
Discharges	9	22	-59%	▼
Service Hours	2,297	3,759	-39%	▼
Social Rehab/PHP/IOP Days	5,325	7,831	-32%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		69	100%	90%	84%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢	▢	▢	▢	▢	▢		▢		▢	83%
Discharges	▢	▢		▢				▢				▢	42%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Bent Crandall Forensic Transitional Residential
Sound Community Services Inc.
Forensic MH - Residential Services - Transitional

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	3	5	-40%	▼
Admits	2	5	-60%	▼
Discharges	2	4	-50%	▼
Service Hours	160	186	-14%	▼
Bed Days	181	180	1%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		80%	90%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	100%

Diagnosis		Actual	State Avg
✔ Valid MH/SU Diagnosis		100%	12%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									▪		▪		17%
Discharges				▪						▪			17%
Services	▪	▪	▪	▪					▪	▪	▪	▪	67%

▫ 1 or more Records Submitted to DMHAS
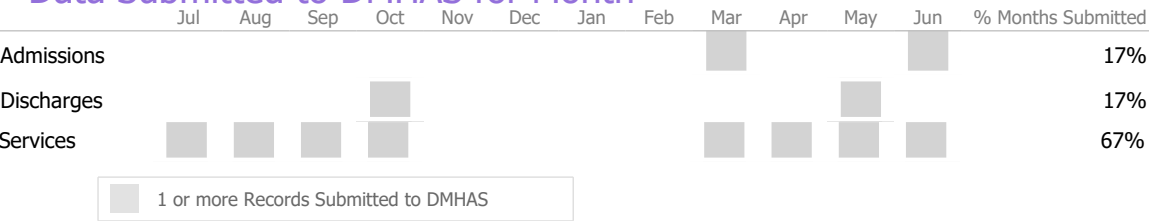
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 2 Active Transitional Programs

Bent Crandall Residential Supervised Housing
Sound Community Services 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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	23	-13%	▼
Admits	12	11	9%	
Discharges	11	15	-27%	▼
Bed Days	3,986	3,609	10%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		6	55%	60%	70%	-5%	
● Follow-up within 30 Days of Discharge		3	50%	90%	61%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		17	85%	60%	86%	25%	▲
✓ Stable Living Situation		20	100%	95%	96%	5%	
● Employed		4	20%	25%	13%	-5%	
● Improved/Maintained Function Score		13	72%	95%	66%	-23%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		95%	87%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	95%

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	385 days	0.2	91%	90%	90%	1%

	< 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	▢		▢	▢	▢	▢				▢		▢	58%
Discharges	▢	▢		▢	▢		▢		▢	▢	▢	▢	75%

▢ 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

Bent Crandall Transitional Residential
Sound Community Services Inc.
Mental Health - Residential Services - Transitional

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	4	7	-43%	▼
Admits	4	6	-33%	▼
Discharges	3	7	-57%	▼
Service Hours	88	90	-3%	
Bed Days	155	108	44%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	33%	95%	74%	-62%	▼
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	87%	15%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	64%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Improved/Maintained Function Score		2	67%	75%	44%	-8%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	93%

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	95%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		1	100%	90%	98%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		1	47 days	0.2	42%	90%	78%	-48%

	< 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			▪	▪					▪		▪		33%
Discharges				▪		▪				▪			25%
Services			▪	▪	▪	▪			▪	▪		▪	67%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

☐ Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 8 Active Transitional Programs

BHH ADULT NAE
Sound Community Services 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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	211	230	-8%
Admits	42	39	8%
Discharges	62	61	2%
Service Hours	663	959	-31% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		81%	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		41	66%	50%	43%	16% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		194	92%	60%	62%	32% ▲
✓	Improved/Maintained Function Score		173	88%	75%	47%	13% ▲
✓	Stable Living Situation		200	95%	95%	77%	0%
●	Employed		54	26%	30%	27%	-4%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		148	99%	90%	88%	9%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		36	86%	75%	79%	11% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢			▢	▢	83%
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 76 Active Standard Outpatient Programs

CSP/RP 406550
Sound Community Services 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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	255	261	-2%
Admits	103	106	-3%
Discharges	97	108	-10%
Service Hours	2,948	3,820	-23% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	91%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	87%

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		60	62%	65%	61%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		247	96%	60%	82%	36% ▲
✔ Stable Living Situation		240	93%	80%	89%	13% ▲
✔ Employed		77	30%	20%	17%	10%
✔ Improved/Maintained Function Score		189	90%	65%	63%	25% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		160	100%	90%	99%	10%

Data Submitted to DMHAS for Month

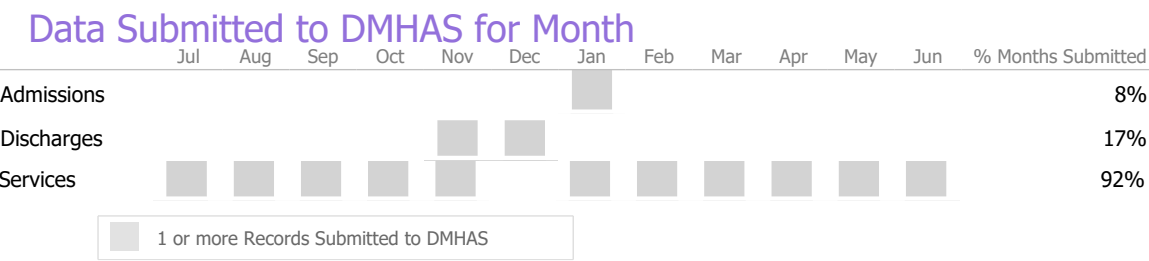|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%
Discharges	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%
Services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 33 Active CSP Programs

Modified IntensRehabPrgm406281
Sound Community Services 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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	27	11%	▲
Admits	6	-		
Discharges	7	3	133%	▲
Service Hours	166	212	-22%	▼
Social Rehab/PHP/IOP Days	28	50	-44%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services	▭	19	83%	90%	84%	-7%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							■						8%
Discharges					■	■							17%
Services	■	■	■	■	■		■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▭ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Next Step   406-552
Sound Community Services 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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	10	10%	
Admits	2	-		
Discharges	2	1	100%	▲
Service Hours	88	135	-35%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		10	91%	85%	86%	6%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		9	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		86%	83%

Data Submitted to DMHAS for Month
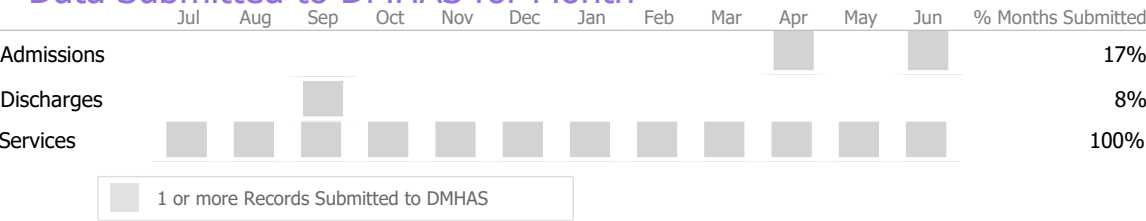
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										▪		▪	17%
Discharges			▪										8%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 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

PILOTS 406-551
Sound Community Services 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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	18	0%	
Admits	1	2	-50%	▼
Discharges	3	1	200%	▲
Service Hours	281	388	-27%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		18	100%	85%	86%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		16	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		87%	83%

Data Submitted to DMHAS for Month
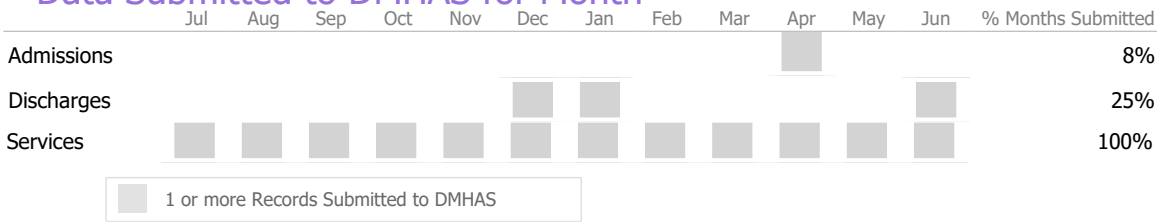
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										▪			8%
Discharges						▪	▪					▪	25%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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

PILOTS Development   406-554
Sound Community Services 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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	2	4	-50%	▼
Discharges	-	4	-100%	▼
Service Hours	180	194	-7%	

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		9	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	98%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	78%

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	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS
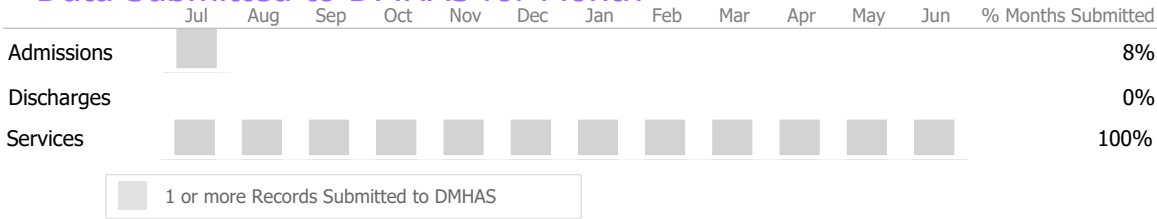
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

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

Rite of Passage YAS
Sound Community Services 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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	3	3	0%
Discharges	3	3	0%
Bed Days	983	1,333	-26% ▼

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		2	67%	60%	70%	7%
✓	Follow-up within 30 Days of Discharge		2	100%	90%	61%	10%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Social Support		4	67%	60%	86%	7%
✓	Stable Living Situation		6	100%	95%	96%	5%
🔴	Employed		1	17%	25%	13%	-8%
🔴	Improved/Maintained Function Score		3	75%	95%	66%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		4	412 days	0.3	67%	90%	90%	-23% ▼

■ < 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			■						■	■			25%
Discharges		■				■					■		25%

■ 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

SocialRehab-TheOasisCntr406280
Sound Community Services 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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	232	238	-3%	
Admits	54	67	-19%	▼
Discharges	51	63	-19%	▼
Service Hours	7,953	14,879	-47%	▼
Social Rehab/PHP/IOP Days	9,149	11,166	-18%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		176	97%	90%	84%	7%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■		■			■		■	■	■		58%
Services	■	■	■	■	■	■	■	■	■	■		■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Standard Outpatient
Sound Community Services 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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	877	948	-7%	
Admits	206	302	-32%	▼
Discharges	185	276	-33%	▼
Service Hours	6,428	6,056	6%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	89%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		86%	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		89	48%	50%	43%	-2%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		850	95%	60%	62%	35%	▲
✓ Employed		305	34%	30%	27%	4%	
✓ Improved/Maintained Function Score		683	86%	75%	47%	11%	▲
✓ Stable Living Situation		846	95%	95%	77%	0%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		700	99%	90%	88%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		158	77%	75%	79%	2%

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 76 Active Standard Outpatient Programs

Supervised Apt. Prgm 406-253
Sound Community Services 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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	31	-6%	
Admits	8	11	-27%	▼
Discharges	8	10	-20%	▼
Bed Days	7,729	7,304	6%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		8	100%	60%	70%	40%	▲
●	Follow-up within 30 Days of Discharge		6	75%	90%	61%	-15%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	87%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	95%

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		29	100%	60%	86%	40%	▲
✓	Stable Living Situation		29	100%	95%	96%	5%	
●	Employed		6	21%	25%	13%	-4%	
●	Improved/Maintained Function Score		23	88%	95%	66%	-7%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		22	755 days	0.2	96%	90%	90%	6%

	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month
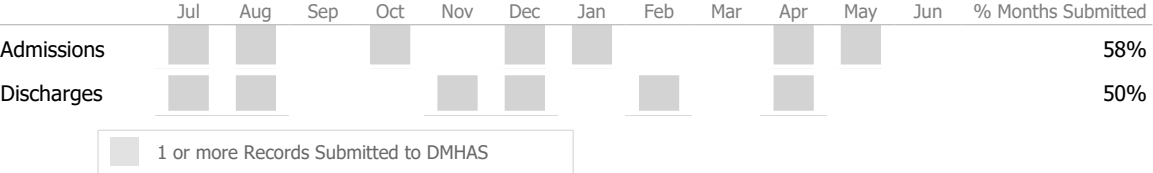
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪		▪	▪			▪	▪		58%
Discharges	▪	▪			▪	▪		▪		▪			50%

▪ 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

YAS - Scattered Sites
Sound Community Services Inc.
Mental Health - Residential Services - Residential Support

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	11	14	-21%	▼
Admits	3	5	-40%	▼
Discharges	3	6	-50%	▼
Service Hours	2,998	1,951	54%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	100%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	67%	50%	58%	17%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		9	82%	60%	87%	22%	▲
✓	Stable Living Situation		11	100%	85%	95%	15%	▲
●	Employed		1	9%	25%	15%	-16%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		8	100%	90%	98%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪						▪			▪		25%
Discharges					▪					▪	▪		25%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		100%

▪ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under
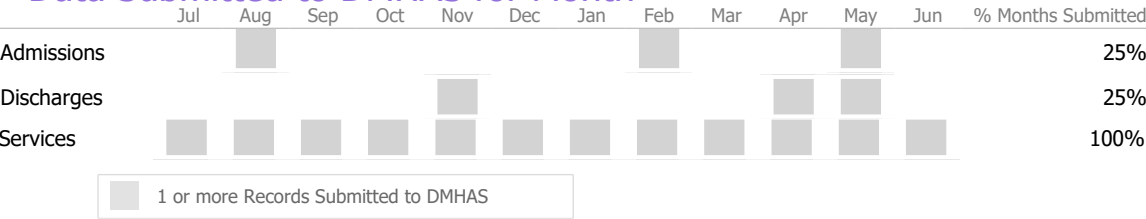
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 22 Active Residential Support Programs

YAS Hyatt House
Sound Community Services 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 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	6	3	100%	▲
Discharges	4	5	-20%	▼
Bed Days	1,426	1,700	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		92%	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		4	100%	60%	70%	40%	▲
● Follow-up within 30 Days of Discharge		2	50%	90%	61%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		9	100%	60%	86%	40%	▲
● Stable Living Situation		8	89%	95%	96%	-6%	
● Employed		1	11%	25%	13%	-14%	▼
● Improved/Maintained Function Score		2	40%	95%	66%	-55%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		5	310 days	0.3	78%	90%	90%	-12%	▼

▢ < 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	▢				▢			▢		▢	▢	▢	50%
Discharges						▢	▢	▢		▢			33%

▢ 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