

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	1,103	1,148	-4%
↑	Admits	355	379	-6%
↓	Discharges	329	453	-27% ▼
↔	Service Hours	9,202	8,671	6%
↔	Bed Days	1,467	1,464	0%

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

Consumer Satisfaction Survey

(Based on 169 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect	92% 80% 91%	92%	80%	91%
✓ Overall	91% 80% 91%	91%	80%	91%
✓ General Satisfaction	91% 80% 92%	91%	80%	92%
✓ Quality and Appropriateness	90% 80% 93%	90%	80%	93%
✓ Participation in Treatment	89% 80% 92%	89%	80%	92%
✓ Access	88% 80% 88%	88%	80%	88%
✓ Outcome	86% 80% 83%	86%	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	663	45.8%
	Crisis Services	169	11.7%
	Social Rehabilitation	143	9.9%
	ICS	90	6.2%
	Community Support	74	5.1%
	ACT	55	3.8%
	Other	35	2.4%
	Intake	23	1.6%
	Inpatient Services	19	1.3%
Forensic MH			
	Forensics Community-based	107	7.4%
	Outpatient	52	3.6%
	Case Management	18	1.2%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	130	12%	9%		Male	657	60%	58%
26-34	178	16%	18%		Female	434	39%	41%
35-44	199	18%	25%		Transgender/Other	12	1%	0%
45-54	201	18%	18%					
55-64	232	21%	19%					
65+	154	14%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	744	67%	64%		Black/African American	454	42%	17%
Hisp-Puerto Rican	169	15%	10%		White/Caucasian	339	31%	59%
Hispanic-Other	110	10%	12%		Other	211	20%	12%
Unknown	70	6%	13%		Asian	40	4%	8%
Hispanic-Mexican	7	1%	1%		Multiple Races	19	2%	1%
Hispanic-Cuban	3	0%	0%		Am. Indian/Native Alaskan	1	0%	1%
					Hawaiian/Other Pacific Islander	1	0%	0%

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

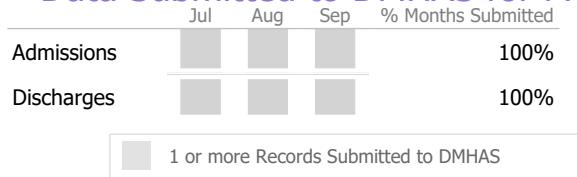
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	107	123	-13% ▼
Admits	55	62	-11% ▼
Discharges	53	53	0%

Jail Diversion



Data Submitted to DMHAS for Month



* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	52	6%
Admits	1	4	-75% ▼
Discharges	3	-	
Service Hours	1,069	917	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	94%
On-Time Periodic 6 Month Updates	90%	85%
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		0	0%	65%	46%	-65% ▼
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	95%	15% ▲
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

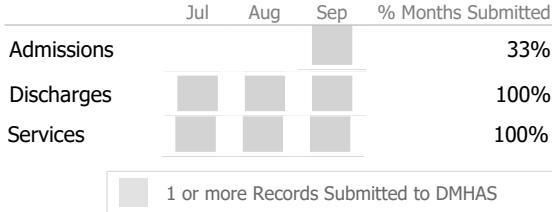
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		54	98%	N/A	64%	N/A
✓ Stable Living Situation		44	80%	60%	86%	20% ▲
● Social Support		28	51%	60%	70%	-9%
● Employed		1	2%	15%	9%	-13% ▼
● Improved/Maintained Function Score		30	57%	85%	45%	-28% ▼

Service Utilization

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		54	100%	90%	100%	10%

Data Submitted to DMHAS for Month



> 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 11 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	32	-44% ▼
Admits	4	10	-60% ▼
Discharges	5	13	-62% ▼
Service Hours	156	299	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	100%

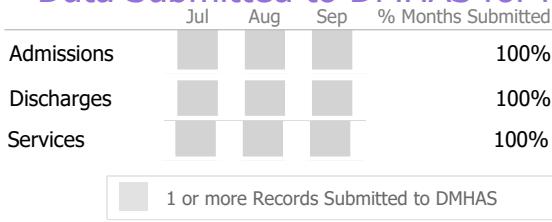
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	67%	10% ▲
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		18	100%	N/A	95%	N/A
✓ Social Support		16	89%	60%	90%	29% ▲
✓ Employed		8	44%	20%	38%	24% ▲
✓ Stable Living Situation		16	89%	80%	90%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	100%	10% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 2 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	2	▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	2	-100% ▼

Data Submitted to DMHAS for Month

Jul Aug Sep % 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 1 Active Re-entry Programs Programs

Program Activity

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

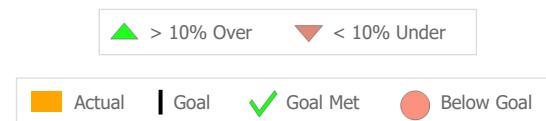
Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions 0%

Discharges 0%

 1 or more Records Submitted to DMHAS



* State Avg based on 0 Active UM Screening Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	111	-33% ▼
Admits	8	12	-33% ▼
Discharges	4	29	-86% ▼
Service Hours	556	510	9% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
On-Time Periodic		
6 Month Updates	94%	90%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

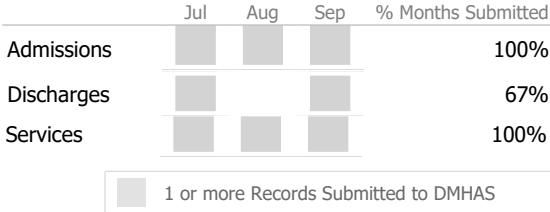
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	65%	54%	-65% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		73	99%	N/A	45%	N/A
✓ Social Support		56	76%	60%	81%	16% ▲
✓ Stable Living Situation		70	95%	80%	90%	15% ▲
● Employed		13	18%	20%	20%	-2%
● Improved/Maintained Function Score		26	45%	65%	58%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	94%	90%	99%	4% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	71	-7%
Admits	-	2	-100% ▼
Discharges	2	6	-67% ▼
Service Hours	186	171	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	89%
On-Time Periodic		
6 Month Updates	97%	50%
Diagnosis		
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%	45%	-50% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		66	100%	N/A	21%	N/A
✓ Social Support		57	86%	60%	55%	26% ▲
✓ Employed		33	50%	30%	28%	20% ▲
✓ Stable Living Situation		66	100%	95%	69%	5% ▲
● Improved/Maintained Function Score		29	44%	75%	34%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		66	100%	90%	88%	10% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		N/A	N/A	75%	75%	N/A ▼

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions		0%
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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	49	6%
Admits	12	13	-8%
Discharges	5	9	-44% ▼
Service Hours	712	471	51% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	88%
On-Time Periodic		
6 Month Updates	100%	100%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	25%	-50% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		52	100%	N/A	59%	N/A
Social Support		25	48%	60%	71%	-12% ▼
Employed		8	15%	30%	12%	-15% ▼
Stable Living Situation		34	65%	95%	76%	-30% ▼
Improved/Maintained Function Score		22	59%	75%	59%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	100%	10% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		11	92%	75%	74%	17% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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 3 Active Standard Outpatient Programs

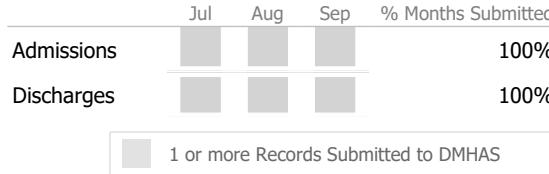
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	101	-10%
Admits	98	110	-11% ▼
Discharges	97	110	-12% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		95	98%	90%	73%	8%
✓ Community Location Evaluation		97	100%	80%	73%	20% ▲
● Follow-up Service within 48 hours		7	30%	90%	89%	-60% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	18	6%
Admits	3	2	50% ▲
Discharges	4	2	100% ▲
Bed Days	1,467	1,464	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	87%
On-Time Periodic 6 Month Updates	100%	100%
Diagnosis Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	<div style="width: 100%;"><div style="width: 95%;"></div></div>	4	100%	95%	100%	5%
✓ No Re-admit within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 95%;"></div></div>	4	100%	85%	100%	15% ▲
● Follow-up within 30 Days of Discharge	<div style="width: 100%;"><div style="width: 75%;"></div></div>	3	75%	90%	75%	-15% ▼

Recovery

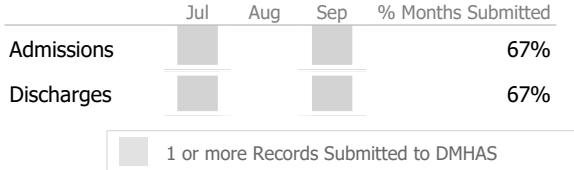
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score	<div style="width: 100%;"><div style="width: 31%;"></div></div>	4	31%	75%	31%	-44% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	<div style="width: 100%;"><div style="width: 16%;"></div></div>	16	387 days	0.8	100%	90%	100%	10%



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Non-Certified Subacute Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	26	-12%	▼
Admits	18	15	20%	▲
Discharges	12	17	-29%	▼
Service Hours	97	55	76%	▲

Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	29	21%	▲
Admits	10	5	100%	▲
Discharges	10	3	233%	▲
Service Hours	596	382	56%	▲

Data Submitted to DMHAS for Month



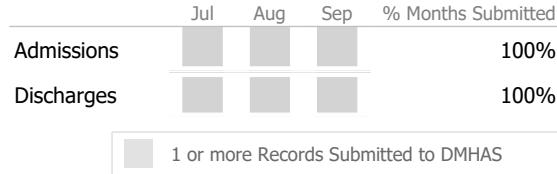
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	93	113	-18% ▼
Admits	108	127	-15% ▼
Discharges	106	127	-17% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request	102	102	96%	90%	73%	6%
✓ Community Location Evaluation	102	102	96%	80%	73%	16% ▲
● Follow-up Service within 48 hours	11	11	44%	90%	89%	-46% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

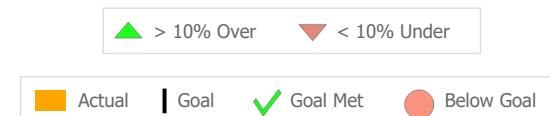
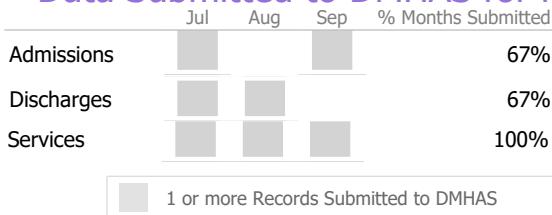
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	291	-51% ▼
Admits	21	-	
Discharges	4	50	-92% ▼
Service Hours	163	6	
Social Rehab/PHP/IOP Days	0	0	

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		12	10%	90%	83%	-80% ▼

Data Submitted to DMHAS for Month



* State Avg based on 34 Active Social Rehabilitation Programs

Team A

Capitol Region Mental Health Center

Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	293	299	-2%
Admits	4	11	-64% ▼
Discharges	11	7	57% ▲
Service Hours	1,194	1,932	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
On-Time Periodic		
6 Month Updates	97%	50%
Diagnosis		
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%	45%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		287	98%	N/A	21%	N/A
✓ Social Support		184	63%	60%	55%	3%
● Stable Living Situation		272	93%	95%	69%	-2%
● Employed		38	13%	30%	28%	-17% ▼
● Improved/Maintained Function Score		135	48%	75%	34%	-27% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		288	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		4	100%	75%	75%	25% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	67%
Discharges	1	1	1	100%
Services	1	1	1	100%

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under


* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	304	314	-3%
Admits	5	2	150% ▲
Discharges	5	18	-72% ▼
Service Hours	1,273	1,294	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
On-Time Periodic		
6 Month Updates	93%	50%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	<div style="width: 20%;"></div>	1	20%	50%	45%	-30% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help	<div style="width: 96%;"></div>	292	96%	N/A	21%	N/A
✓ Social Support	<div style="width: 76%;"></div>	230	76%	60%	55%	16% ▲
✓ Stable Living Situation	<div style="width: 95%;"></div>	288	95%	95%	69%	0% ▲
● Employed	<div style="width: 16%;"></div>	49	16%	30%	28%	-14% ▼
● Improved/Maintained Function Score	<div style="width: 53%;"></div>	155	53%	75%	34%	-22% ▼

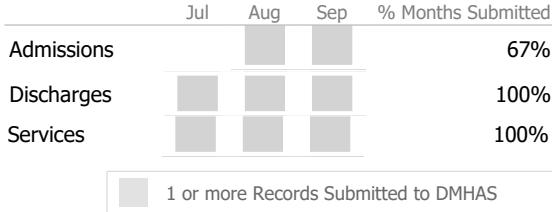
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	<div style="width: 100%;"></div>	298	100%	90%	88%	10% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient						
✓ 2 or more Services within 30 days	<div style="width: 80%;"></div>	4	80%	75%	75%	5% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	90	75	20%	▲
Admits	8	4	100%	▲
Discharges	8	8	0%	
Service Hours	3,201	2,630	22%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	86%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

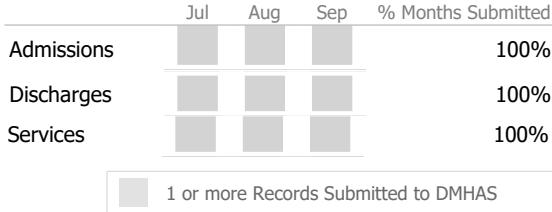
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	38%	60%	47%	-22% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		88	98%	N/A	73%	N/A
✓ Stable Living Situation		79	88%	60%	91%	28% ▲
✓ Social Support		68	76%	60%	82%	16% ▲
✓ Employed		29	32%	30%	34%	2%
● Improved/Maintained Function Score		37	49%	75%	49%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		81	99%	90%	98%	9%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Intensive Community Services Programs