

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,459	1,358	8%
	Admits	98	142	-31% 
	Discharges	63	118	-47% 
	Service Hours	817	876	-7% 
	Bed Days	82	19	332%

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

Consumer Satisfaction Survey

(Based on 115 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		88%	80%	92%
✓ Overall		87%	80%	91%
✓ General Satisfaction		85%	80%	92%
✓ Outcome		85%	80%	83%
✓ Respect		85%	80%	91%
✓ Access		83%	80%	88%

■ Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	1,322	89.4%
Forensic SA	Case Management	85	5.8%
Mental Health	Case Management	47	3.2%
	Outpatient	23	1.6%
Forensic MH	Crisis Services	1	0.1%

Client Demographics

Age		#	%	State Avg
18-25		70	5%	9%
26-34		342	23%	18%
35-44		457	31%	25%
45-54		284	19%	18%
55-64		209	14%	19%
65+		100	7%	11%

Gender	#	%	State Avg
Male	1,166	80%	58%
Female	296	20%	41%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	706	48%	64%
Unknown	272	19%	13%
Hisp-Puerto Rican	252	17%	10%
Hispanic-Other	224	15%	12%
Hispanic-Mexican	5	0%	1%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
Black/African American	412	28%	17%
Other	387	26%	12%
Unknown	346	24%	8%
White/Caucasian	270	18%	59%
Asian	28	2%	1%
Multiple Races	10	1%	1%
Indian/Native Alaskan	7	0%	1%
Asian/Other Pacific Islander	3	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	21	10%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	31	20	53% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	73%	50%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	78%	60%	55%	18% ▲
● Employed		5	22%	30%	28%	-8%
● Stable Living Situation		19	83%	95%	69%	-12% ▼
● Self Help		0	0%	N/A	21%	N/A
● Improved/Maintained Function Score		0	0%	75%	34%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		20	87%	90%	88%	-3%

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	0%
Services	100%





* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% ▼
Admits	1	1	0%
Discharges	-	1	-100% ▼
Service Hours	-	-	
Bed Days	82	19	332% ▲

Data Submission Quality

	Actual	State Avg
Diagnosis		
Valid MH/SU Diagnosis	100%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	12 Months Trend	1	81 days	1.0	89%	90%	67%	-1%
	 							

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	1	1	1	33%
Discharges	1	1	1	0%
Services	1	1	1	0%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | Goal Met | Below Goal

* State Avg based on 8 Active Respite Bed Programs

1 or more Records Submitted to DMHAS

Next Steps - Pilots

Community Renewal Team (CRT)

Mental Health - Case Management - Supportive Housing – Scattered Site

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	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	36	129	-72% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	85%	8	100%	85%	85%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	90%	8	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic 6 Month Updates	100%	81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	■	■		67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 120 Active Supportive Housing – Scattered Site Programs

Post-Release Transitional Forensic Case Management

Community Renewal Team (CRT)

Forensic SA - Case Management - Standard Case Management

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	70	88	-20%	▼
Admits	18	49	-63%	▼
Discharges	44	47	-6%	
Service Hours	160	361	-56%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	17%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		25	57%	50%	63%	7%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	54%	20%	34%	34% 
Social Support		64	90%	N/A	90%	N/A
✓ Self Help		59	83%	60%	83%	23% 
✓ Stable Living Situation		68	96%	80%	70%	16% 

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		53	100%	90%	93%	10% 

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	12	50%	▲
Admits	6	1	500%	▲
Discharges	5	8	-38%	▼
Service Hours	20	28	-31%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	0%	17%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	50%	63%	50%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		14	78%	60%	83%	18%
Social Support		14	78%	N/A	90%	N/A
● Employed		3	17%	20%	34%	-3%
● Stable Living Situation		5	28%	80%	70%	-52%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		9	75%	90%	93%	-15%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	11	255%	▲
Admits	4	1	300%	▲
Discharges	-	-		
Service Hours	244	133	83%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		22	56%	85%	85%	-29% ▼

Service Utilization

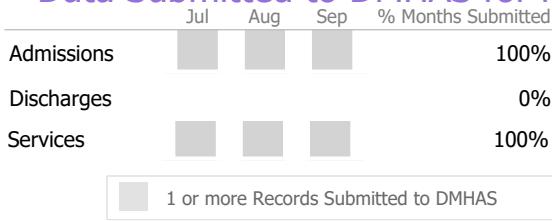
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	97%	90%	96%	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	78%	81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 120 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,319	1,260	5%
Admits	69	89	-22% ▼
Discharges	14	62	-77% ▼
Service Hours	326	205	59% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	77%	47%
On-Time Periodic	Actual	State Avg
6 Month Updates	1%	7%
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	21%	50%	54%	-29% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	█	125	9%	50%	20%	-41% ▼
Social Support	█	229	17%	N/A	28%	N/A
Abstinence/Reduced Drug Use	█	131	10%	55%	19%	-45% ▼
Not Arrested	█	286	22%	75%	37%	-53% ▼
Self Help	█	7	1%	60%	11%	-59% ▼
Improved/Maintained Function Score	█	5	0%	75%	16%	-75% ▼
Stable Living Situation	█	236	18%	95%	36%	-77% ▼

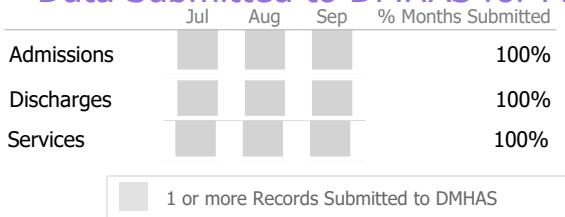
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	█	214	17%	90%	50%	-73% ▼

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient	Actual	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	█	23	34%	75%	64%	-41% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 107 Active Standard Outpatient Programs