Connection Inc.
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -September 2025   (Data as of Dec 15, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,045	2,511	-18%	▼
	Admits	724	835	-13%	▼
	Discharges	961	708	36%	▲
	Service Hours	2,660	3,198	-17%	▼
	Bed Days	6,752	6,742	0%	

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

Consumer Satisfaction Survey   (Based on 335 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Respect		93%	80%	91%
✓ Overall		92%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Access		90%	80%	88%
✓ Outcome		85%	80%	83%

▬ Satisfied %		Goal %	▬ 0-80%	▬ 80-100%	✓ Goal Met	● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA			
	Forensics Community-based	1,334	64.2%
Mental Health			
	Case Management	241	11.6%
	Outpatient	172	8.3%
	Residential Services	69	3.3%
Addiction			
	Outpatient	113	5.4%
	Residential Services	72	3.5%
	Case Management	34	1.6%
Forensic MH			
	Forensics Community-based	30	1.4%
	Residential Services	7	0.3%
	Crisis Services	5	0.2%

Client Demographics

Age

	#	%	State Avg
18-25	279	14%	9%
26-34	491	24%	18%
35-44	542	26%	25%
45-54	320	16%	18%
55-64	280	14%	19%
65+	134	7%	11%

Gender

	#	%	State Avg
Male	1,340	65%	58%
Female	708	34%	41%
Transgender/Other	6	0%	0%

Ethnicity

	#	%		State Avg
Non-Hispanic	876	43%	▼	64%
Unknown	830	40%	▲	13%
Hispanic-Other	262	13%		12%
Hisp-Puerto Rican	73	4%		10%
Hispanic-Mexican	11	1%		1%
Hispanic-Cuban	2	0%		0%

Race

	#	%		State Avg
White/Caucasian	1,013	49%		59%
Unknown	433	21%	▲	8%
Black/African American	431	21%		17%
Other	129	6%		12%
Asian	16	1%		1%
Am. Indian/Native Alaskan	14	1%		1%
Multiple Races	13	1%		1%
Hawaiian/Other Pacific Islander	5	0%		0%

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

BOS 72
Connection Inc.
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	11	12	-8%	
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	18	16	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		11	100%	85%	85%	15%	▲

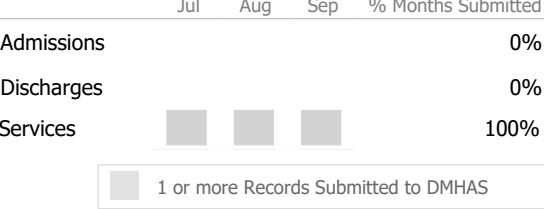## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		91%	81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 120 Active Supportive Housing – Scattered Site Programs

Coley Women's Recovery Support Program
Connection Inc.
Addiction - Residential Services - Women's Recovery Support

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	6	8	-25%	▼
Admits	2	4	-50%	▼
Discharges	4	2	100%	▲
Bed Days	223	518	-57%	▼

Data Submission Quality

Data Entry	Actual % vs	Actual	State Avg
Valid NOMS Data		100%	100%
Valid TEDS Data		100%	100%

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

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%	70%	67%	30%	▲
●	No Re-admit within 30 Days of Discharge		3	75%	85%	92%	-10%	
●	Follow-up within 30 Days of Discharge		3	75%	90%	50%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		5	83%	70%	100%	13%	▲
✓ Improved/Maintained Function Score		4	100%	95%	64%	5%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		7	127 days	1.2	35%	90%	60%	-55%	▼

■ < 90%	■ 90-110%	■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		■	■	67%
Discharges	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 3 Active Women's Recovery Support Programs

Cornerstone 240
Connection Inc.
Mental Health - Residential Services - Group Home

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	9	9	0%
Admits	-	-	
Discharges	-	-	
Bed Days	828	828	0%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	81%

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		N/A	N/A	80%	93%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		9	100%	N/A	63%	N/A
✓ Social Support		9	100%	60%	85%	40% ▲
✓ Stable Living Situation		9	100%	90%	99%	10%
● Improved/Maintained Function Score		0	0%	95%	50%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		9	1,947 days	1.0	100%	90%	88%	10%

	< 90%		90-110%		>110%

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 22 Active Group Home Programs

CREST Day Reporting 291
Connection Inc.
Forensic MH - Forensics Community-based - Day Reporting

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	30	26	15%	▲
Admits	5	5	0%	
Discharges	11	2	450%	▲
Service Hours	1,105	1,197	-8%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	NaN

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	0%

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 1 Active Day Reporting Programs

Eddy Shelter DMHAS
Connection Inc.
Addiction - Residential Services - Shelter

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	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

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 5 Active Shelter Programs

Groton Pilots
Connection Inc.
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	17	18	-6%	
Admits	-	-		
Discharges	1	1	0%	
Service Hours	21	30	-31%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		17	100%	85%	85%	15%	▲

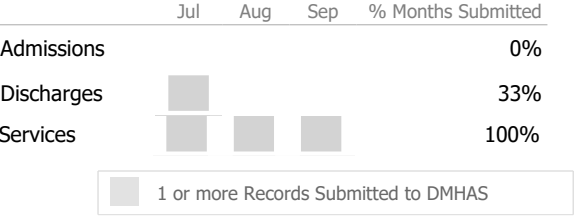## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	94%	90%	96%	4%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		94%	81%

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 120 Active Supportive Housing – Scattered Site Programs

Hallie House Women's Recovery Support Program
Connection Inc.
Addiction - Residential Services - Women's Recovery Support

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	11	10	10%	
Admits	5	3	67%	▲
Discharges	4	5	-20%	▼
Bed Days	511	584	-13%	▼

Data Submission Quality

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

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

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	50%	70%	67%	-20%	▼
✅	No Re-admit within 30 Days of Discharge		4	100%	85%	92%	15%	▲
🔴	Follow-up within 30 Days of Discharge		1	50%	90%	50%	-40%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✅	Abstinence/Reduced Drug Use		11	100%	70%	100%	30%	▲
🔴	Improved/Maintained Function Score		3	60%	95%	64%	-35%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		8	131 days	0.7	69%	90%	60%	-21%	▼

□ < 90%	□ 90-110%	■ >110%

Data Submitted to DMHAS for Month

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

□ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✅ Goal Met   🔴 Below Goal

* State Avg based on 3 Active Women's Recovery Support Programs

HERO - Region 2
Connection Inc.
Mental Health - 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	70%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	12%	-20% ▼
Self Help		N/A	N/A	N/A	35%	N/A
Social Support		N/A	N/A	60%	66%	-60% ▼
Stable Living Situation		N/A	N/A	80%	71%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	80%	N/A ▼

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 22 Active Standard Case Management Programs

Hogan House Women's Recovery Support Program (WRSP
Connection Inc.
Addiction - Residential Services - Women's Recovery Support

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	9		
Admits	3	-	
Discharges	4	-	
Bed Days	420	-	

Data Submission Quality

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

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

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	50%	70%	67%	-20% ▼
✅	No Re-admit within 30 Days of Discharge		4	100%	85%	92%	15% ▲
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	50%	-90% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅	Abstinence/Reduced Drug Use		9	100%	70%	100%	30% ▲
🔴	Improved/Maintained Function Score		2	40%	95%	64%	-55% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		6	125 days	0.7	76%	90%	60%	-14% ▼

< 90%	90-110%	>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✅ Goal Met | 🔴 Below Goal

* State Avg based on 3 Active Women's Recovery Support Programs

Housing Supportive Services
Connection Inc.
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	17	17	0%
Admits	-	-	
Discharges	1	1	0%
Service Hours	71	127	-44% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	85%	15% ▲

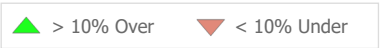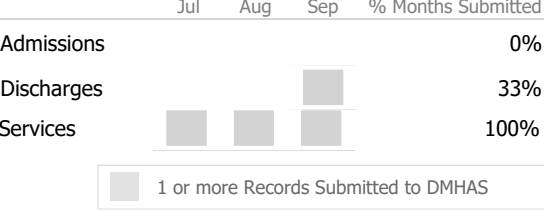## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		17	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	81%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	47%

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 120 Active Supportive Housing – Scattered Site Programs

Jefferson Commons
Connection Inc.

Mental Health - Case Management - Supportive Housing – Development

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	7	8	-13%	▼
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	14	25	-45%	▼

Recovery

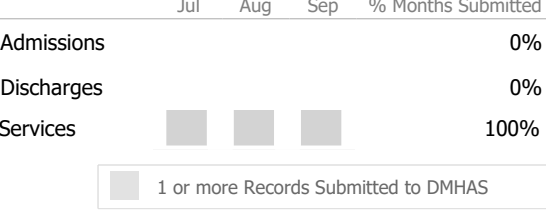| National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		7	100%	85%	86%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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

Litchfield Next Steps
Connection Inc.
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)

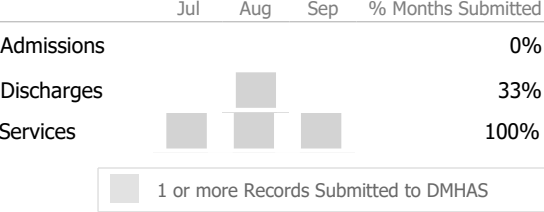## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	▲
Admits	-	-		
Discharges	1	-		
Service Hours	30	57	-48%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Stable Living Situation		8	80%	85%	85%	-5%

Service Utilization

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

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		89%	81%

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 120 Active Supportive Housing – Scattered Site Programs

Middletown Pilots
Connection Inc.
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	27	26	4%
Admits	-	-	
Discharges	-	-	
Service Hours	127	158	-20% ▼

Recovery

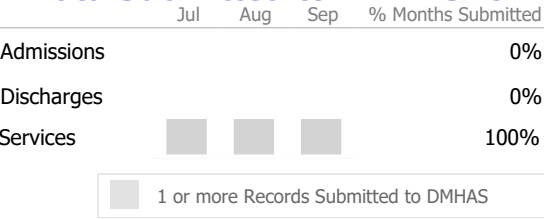| National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	100%	85%	85%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	81%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 120 Active Supportive Housing – Scattered Site Programs

Milestone
Connection Inc.
Mental Health - Case Management - Supportive Housing – Development

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	15	16	-6%	
Admits	-	1	-100%	▼
Discharges	1	1	0%	
Service Hours	45	34	32%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	86%	8%

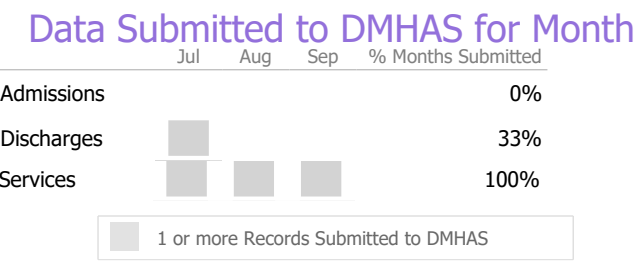## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	94%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		93%	83%

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 69 Active Supportive Housing – Development Programs

Norton Court-SupRes 904-251
Connection Inc.
Mental Health - Residential Services - Residential Support

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	34	32	6%	
Admits	8	6	33%	▲
Discharges	2	4	-50%	▼
Service Hours	158	178	-11%	▼

Data Submission Quality

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

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

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	50%	71%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		26	76%	60%	89%	16%	▲
✓	Stable Living Situation		31	91%	85%	96%	6%	
●	Employed		5	15%	25%	15%	-10%	▼
●	Improved/Maintained Function Score		20	83%	95%	46%	-12%	▼
	Self Help		1	3%	N/A	48%	N/A	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		26	100%	90%	98%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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 22 Active Residential Support Programs

Norwich OP - MH
Connection Inc.
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	172	186	-8%	
Admits	24	46	-48%	▼
Discharges	36	44	-18%	▼
Service Hours	146	399	-63%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		98%	89%

On-Time Periodic		Actual	State Avg
6 Month Updates		8%	50%

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		17	47%	50%	45%	-3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		52	30%	30%	28%	0%	
● Social Support		86	50%	60%	55%	-10%	
● Stable Living Situation		90	52%	95%	69%	-43%	▼
Self Help		20	12%	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		78	52%	90%	88%	-38%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		10	42%	75%	75%	-33%	▼

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 76 Active Standard Outpatient Programs

Norwich OP -SA
Connection Inc.
Addiction - 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	67	73	-8%
Admits	19	24	-21% ▼
Discharges	11	24	-54% ▼
Service Hours	81	217	-63% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		99%	92%
Valid TEDS Data		100%	47%

On-Time Periodic		Actual	State Avg
6 Month Updates		3%	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		5	45%	50%	54%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		42	62%	N/A	28%	N/A
🔴 Abstinence/Reduced Drug Use		27	40%	55%	19%	-15% ▼
🔴 Not Arrested		40	59%	75%	37%	-16% ▼
🔴 Employed		20	29%	50%	20%	-21% ▼
🔴 Stable Living Situation		39	57%	95%	36%	-38% ▼
🔴 Self Help		10	15%	60%	11%	-45% ▼
🔴 Improved/Maintained Function Score		0	0%	75%	16%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		25	51%	90%	50%	-39% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		11	61%	75%	64%	-14% ▼

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 107 Active Standard Outpatient Programs

Ondusky Center
Connection Inc.
Mental Health - Case Management - Supportive Housing – Development

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	12	8	50%	▲
Admits	2	1	100%	▲
Discharges	2	-		
Service Hours	81	12		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		12	100%	85%	86%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪		33%
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 69 Active Supportive Housing – Development Programs

Park St. Inn.Grp Res 904-241
Connection Inc.
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - September 2025 (Data as of Dec 15, 2025)
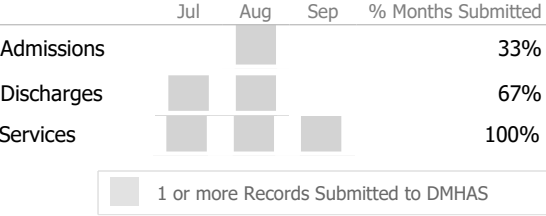
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	15	-13%	▼
Admits	-	3	-100%	▼
Discharges	-	-		
Bed Days	1,196	1,283	-7%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		38%	92%

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		N/A	N/A	75%	51%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	76%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	63%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		0	0%	75%	48%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		15	2,336 days	1.2	87%	90%	85%	-3%

■ < 90%	□ 90-110%	■ >110%

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 66 Active MH Intensive Res. Rehabilitation Programs

Park St.Res-Superv.Res.904-250
Connection Inc.
Mental Health - Residential Services - Supervised Apartments

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	13	13	0%	
Admits	-	1	-100%	▼
Discharges	1	2	-50%	▼
Bed Days	1,174	1,044	12%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	86%

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		0	0%	60%	60%	-60%	▼

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		12	92%	60%	86%	32%	▲
	Self Help		9	69%	N/A	58%	N/A	
✓	Stable Living Situation		13	100%	95%	95%	5%	
🔴	Employed		0	0%	25%	16%	-25%	▼
🔴	Improved/Maintained Function Score		0	0%	95%	54%	-95%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		13	1,043 days	1.0	98%	90%	91%	8%

☐ < 90%	☐ 90-110%	🔴 >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		☐		33%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

☐ Actual	│ Goal	✓ Goal Met	🔴 Below Goal
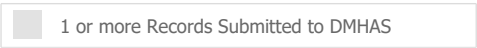
* State Avg based on 63 Active Supervised Apartments Programs

Pendelton House
Connection Inc.
Mental Health - Case Management - Supportive Housing – Development

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	12	13	-8%	
Admits	2	-		
Discharges	-	2	-100%	▼
Service Hours	35	100	-65%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation	▬▬▬▬	11	92%	85%	86%	7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	▬▬▬▬	9	90%	90%	94%	0%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data	▬▬▬	100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates	▬▬▬	90%	83%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis	▬▬▬	100%	63%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢		▢	67%
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

PTIP Meriden
Connection Inc.

Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

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	1,325	1,801	-26%	▼
Admits	589	626	-6%	
Discharges	811	550	47%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual	Goal	✔ Goal Met	● Below Goal

* State Avg based on 6 Active Pre-trial Intervention Programs Programs

Recovery House 069445
Connection Inc.
Addiction - Residential Services - Recovery House

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	47	44	7%	
Admits	24	26	-8%	
Discharges	27	27	0%	
Bed Days	1,895	1,710	11%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		21	78%	85%	80%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		27	165 days	0.6	76%	90%	58%	-14% ▼

☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	☐	☐	☐	100%
Discharges	☐	☐	☐	100%

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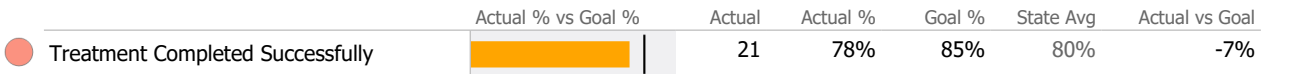
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal
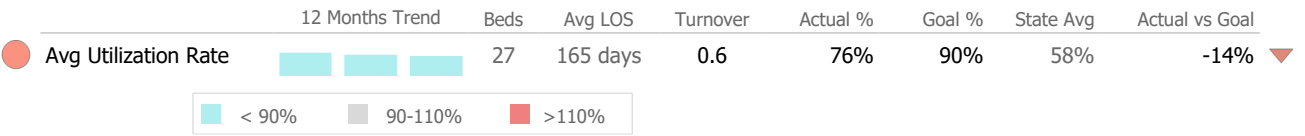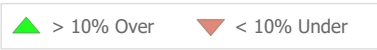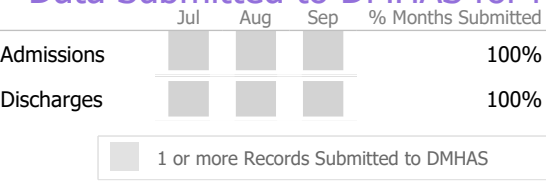
* State Avg based on 13 Active Recovery House Programs

Ross Center
Connection Inc.
Mental Health - Case Management - Supportive Housing – Development

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	12	9	33%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	54	22	144%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	92%	85%	86%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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

Sierra - DMHAS
Connection Inc.
Forensic MH - Residential Services - Transitional

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - September 2025 (Data as of Dec 15, 2025)
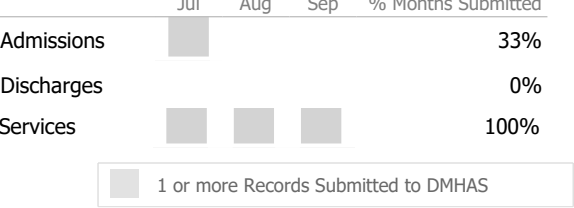
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	10	-30%	▼
Admits	-	4	-100%	▼
Discharges	5	2	150%	▲
Bed Days	368	582	-37%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	90%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	0%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
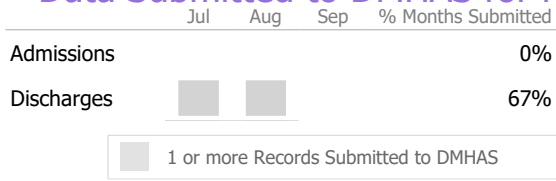
* State Avg based on 2 Active Transitional Programs

Sierra Center-EFRB
Connection Inc.
Forensic MH - Crisis Services - Respite Bed

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	5	5	0%	
Admits	3	4	-25%	▼
Discharges	2	2	0%	
Service Hours	12	11	11%	▲
Bed Days	137	193	-29%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		2	100%	85%	100%	15%	▲

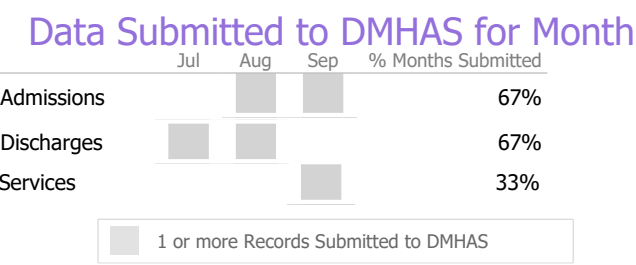|		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Follow-up within 30 Days of Discharge		0	0%	90%	57%	-90%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		4	53 days	0.8	37%	90%	67%	-53%	▼

▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▢	▢	67%
Discharges	▢	▢		67%
Services			▢	33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under	

▮ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 8 Active Respite Bed Programs

St. Mary's Place
Connection Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
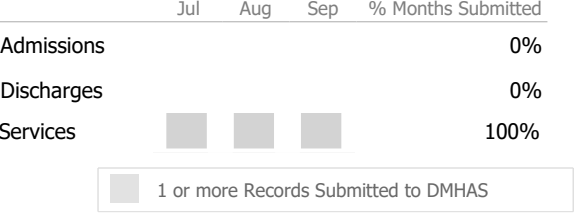Program Quality Dashboard
Reporting Period: July 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	21	7	189% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		5	100%	85%	86%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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

TPP New London
Connection Inc.

Forensic SA - Forensics Community-based - Court Liaison-Jail Diversion

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		N/A	N/A	90%	75%	N/A ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

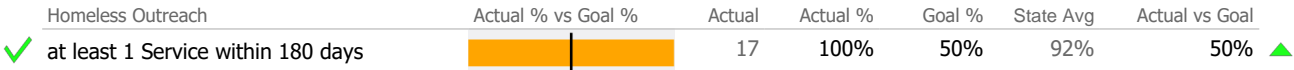1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	▎Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 9 Active Court Liaison-Jail Diversion Programs

Unsheltered Homeless Street outreach
Connection Inc.
Mental Health - Case Management - Outreach & Engagement

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	62	44	41%	▲
Admits	17	45	-62%	▼
Discharges	14	12	17%	▲
Service Hours	218	186	17%	▲

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		17	100%	50%	92%	50%	▲

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 53 Active Outreach & Engagement Programs

West Village
Connection Inc.
Mental Health - Case Management - Supportive Housing – Development

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	35	31	13%	▲
Admits	-	2	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	158	106	49%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		34	97%	85%	86%	12%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		35	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		97%	83%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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

Women's REACH
Connection Inc.
Addiction - Case Management - Outreach & Engagement

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	20	12	67%	▲
Admits	9	12	-25%	▼
Discharges	9	8	13%	▲
Service Hours	93	47	99%	▲

Service Engagement
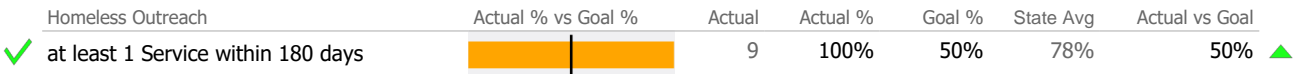
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		9	100%	50%	78%	50%	▲

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 24 Active Outreach & Engagement Programs

Women's Services
Connection Inc.
Addiction - 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	46	49	-6%	
Admits	9	12	-25%	▼
Discharges	7	13	-46%	▼
Service Hours	27	105	-74%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		99%	92%
Valid TEDS Data		100%	47%

On-Time Periodic		Actual	State Avg
6 Month Updates		6%	7%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	99%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		3	43%	50%	54%	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Social Support		20	43%	N/A	28%	N/A	
🔴 Abstinence/Reduced Drug Use		17	37%	55%	19%	-18%	▼
🔴 Not Arrested		20	43%	75%	37%	-32%	▼
🔴 Employed		6	13%	50%	20%	-37%	▼
🔴 Self Help		6	13%	60%	11%	-47%	▼
🔴 Stable Living Situation		19	41%	95%	36%	-54%	▼
🔴 Improved/Maintained Function Score		0	0%	75%	16%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		13	35%	90%	50%	-55%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		4	44%	75%	64%	-31%	▼

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 107 Active Standard Outpatient Programs

Women's Community Transition Support
Connection Inc.
Addiction - Case Management - Intensive 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	15	13	15%	▲
Admits	2	7	-71%	▼
Discharges	7	1	600%	▲
Service Hours	147	126	16%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		14	93%	20%	36%	73%	▲
✓ Self Help		15	100%	60%	75%	40%	▲
Social Support		15	100%	N/A	89%	N/A	
✓ Stable Living Situation		15	100%	80%	78%	20%	▲
🔴 Abstinence/Reduced Drug Use		0	0%	50%	85%	-50%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	91%

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	85%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	97%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 2 Active Intensive Case Management Programs