

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	39	38	3%
	Admits		1	-100% ▼
	Discharges		2	-100% ▼
↗	Service Hours	108	168	-36% ▼
↘	Bed Days	368	368	0%

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

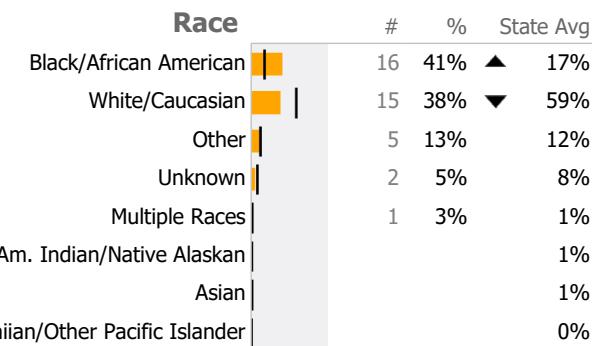
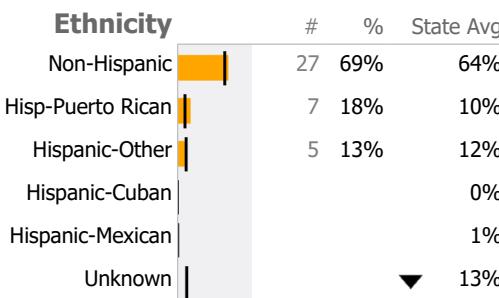
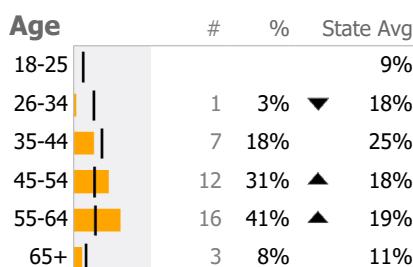
Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction	100% 100%	100%	80%	92%
✓ Overall	97% 97%	97%	80%	91%
✓ Access	96% 96%	96%	80%	88%
✓ Quality and Appropriateness	93% 93%	93%	80%	93%
✓ Participation in Treatment	93% 93%	93%	80%	92%
✓ Respect	89% 89%	89%	80%	91%
✓ Outcome	86% 86%	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			
	Case Management	35	89.7%
	Residential Services	4	10.3%



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	20	5%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	52	105	-51% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	100%	85%	85%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	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%

▲ > 10% Over ▼ < 10% Under

 Actual |  Goal |  Goal Met |  Below Goal

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

 1 or more Records Submitted to DMHAS

Next Step

Hands on Hartford

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	5	5	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	28	24	17% ▲

Recovery

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

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	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%

▲ > 10% Over ▼ < 10% Under

 Actual | Goal  Goal Met  Below Goal

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

 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	368	368	0%

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		N/A	N/A	60%	60%	N/A
	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		4	100%	60%	86%	40% ▲
✓ Stable Living Situation		4	100%	95%	95%	5% ▲
● Employed		0	0%	25%	16%	-25% ▼
Self Help		1	25%	N/A	58%	N/A
● Improved/Maintained Function Score		2	50%	95%	54%	-45% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	 	4	5,885 days	1.0	100%	90%	91%	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 63 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	29	40	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100% Over	9	100%	85%	85%	15% ▲

Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	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	1	1	1	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