

Reporting Period: July 2025 -September 2025 (Data as of Dec 16, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,050	2,024	1%
	Admits	1,548	1,571	-1%
	Discharges	1,460	1,521	-4%
	Service Hours	8,689	9,914	-12% ▼
	Bed Days	9,520	9,043	5%

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

Consumer Satisfaction Survey (Based on 332 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		92%	80%	91%
✓ Respect		91%	80%	91%
✓ Quality and Appropriateness		91%	80%	93%
✓ General Satisfaction		91%	80%	92%
✓ Participation in Treatment		89%	80%	92%
✓ Access		84%	80%	88%
✓ Outcome		81%	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	916	33.1%
	Intake	461	16.7%
	Community Support	282	10.2%
	Crisis Services	107	3.9%
	Social Rehabilitation	97	3.5%
	Employment Services	76	2.7%
	ACT	33	1.2%
	Consultation	30	1.1%
	Case Management	29	1.0%
	Residential Services	20	0.7%
	ICS	14	0.5%
Addiction	Residential Services	338	12.2%
	Case Management	99	3.6%
	Employment Services	96	3.5%
	Outpatient	84	3.0%
Forensic SA			
Forensics Community-based		86	3.1%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	207	10%	9%	Male	1,124	55%	58%
26-34	392	19%	18%	Female	924	45%	41%
35-44	507	25%	25%	Transgender/Other	2	0%	0%
45-54	364	18%	18%				
55-64	382	19%	19%				
65+	192	9%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	1,212	59%	64%	White/Caucasian	991	48% ▼	59%
Hispanic-Other	407	20%	12%	Black/African American	524	26%	17%
Unknown	275	13%	13%	Unknown	417	20% ▲	8%
Hisp-Puerto Rican	151	7%	10%	Hawaiian/Other Pacific Islander	47	2%	0%
Hispanic-Mexican	4	0%	1%	Multiple Races	41	2%	1%
Hispanic-Cuban	1	0%	0%	Asian	17	1%	1%
				Am. Indian/Native Alaskan	7	0%	1%
				Other	6	0% ▼	12%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	40	-25%	▼
Admits	4	8	-50%	▼
Discharges	4	9	-56%	▼
Service Hours	20	27	-24%	▼

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 10 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	32	3%
Admits	8	4	100% ▲
Discharges	4	2	100% ▲
Service Hours	888	788	13% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	94%
On-Time Periodic		
6 Month Updates	100%	85%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		4	100%	65%	46%	35% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ No Re-admit within 30 Days of Discharge		4	100%	85%	95%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		3	75%	90%	53%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		33	100%	60%	70%	40% ▲
✔ Stable Living Situation		31	94%	60%	86%	34% ▲
✔ Employed		6	18%	15%	9%	3%
✔ Improved/Maintained Function Score		24	100%	85%	45%	15% ▲
Self Help		6	18%	N/A	64%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		25	100%	90%	100%	10%

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 11 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	461	485	-5%
Admits	474	499	-5%
Discharges	474	499	-5%
Service Hours	424	442	-4%

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 17 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	343	330	4%
Admits	25	19	32% ▲
Discharges	22	28	-21% ▼
Service Hours	1,376	1,467	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	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		18	82%	50%	45%	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		340	99%	60%	55%	39% ▲
✓ Improved/Maintained Function Score		287	97%	75%	34%	22% ▲
● Stable Living Situation		302	88%	95%	69%	-7%
● Employed		58	17%	30%	28%	-13% ▼
Self Help		76	22%	N/A	21%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		315	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		24	96%	75%	75%	21% ▲

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	70	9%
Admits	24	16	50% ▲
Discharges	22	16	38% ▲
Service Hours	547	622	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	91%
On-Time Periodic		
6 Month Updates	96%	96%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		32	42%	35%	42%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	92%	90%	98%	2%

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 36 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	27	15%	▲
Admits	16	15	7%	
Discharges	17	13	31%	▲
Service Hours	-	-		
Bed Days	1,385	1,221	13%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		87%	88%
Valid TEDS Data		98%	98%
On-Time Periodic			
6 Month Updates		0%	18%
Diagnosis			
Valid MH/SU Diagnosis		97%	99%

Discharge Outcomes

● Treatment Completed Successfully		Actual	Actual %	Goal %	State Avg	Actual vs Goal
		14	82%	85%	67%	-3%
✓ No Re-admit within 30 Days of Discharge		Actual	Actual %	Goal %	State Avg	Actual vs Goal
		15	88%	85%	85%	3%
● Follow-up within 30 Days of Discharge		Actual	Actual %	Goal %	State Avg	Actual vs Goal
		7	50%	90%	60%	-40% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use			29	94%	70%	94%	24% ▲
● Improved/Maintained Function Score			12	67%	75%	58%	-8%
● Employed			3	10%	60%	20%	-50% ▼

Service Utilization

✓ Clients Receiving Services		Actual	Actual %	Goal %	State Avg	Actual vs Goal
		14	93%	90%	47%	3%

Bed Utilization

12 Months Trend		Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		13	99 days	0.4	116%	90%	91%	26% ▲
< 90% 90-110% >110%								

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

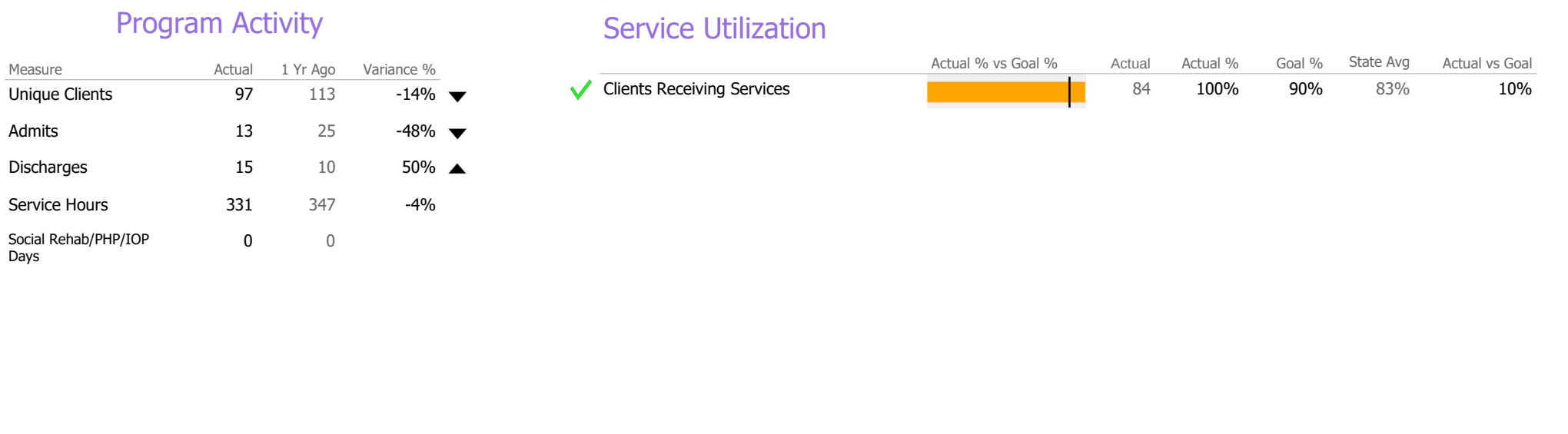
Actual

Goal

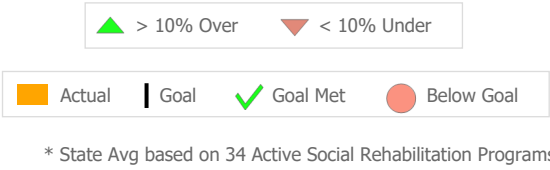
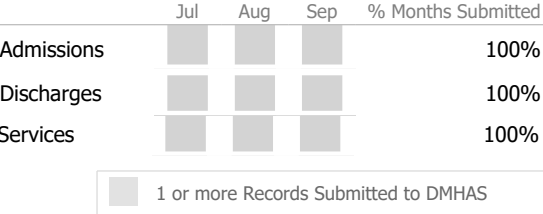
Goal Met

Below Goal

* State Avg based on 8 Active Transitional/Halfway House 3.1 Programs



Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	17	6%
Admits	1	-	
Discharges	1	1	0%
Bed Days	1,564	1,528	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	86%
On-Time Periodic		
6 Month Updates	100%	95%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	60%	60%	40% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		1	100%	90%	83%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	100%	60%	86%	40% ▲
✓ Improved/Maintained Function Score		17	100%	95%	54%	5%
● Stable Living Situation		16	89%	95%	95%	-6%
● Employed		2	11%	25%	16%	-14% ▼
Self Help		3	17%	N/A	58%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		17	1,795 days	0.9	100%	90%	91%	10%
< 90% 90-110% > 110%								

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	13	23%	▲
Admits	10	7	43%	▲
Discharges	9	4	125%	▲
Service Hours	-	-		
Bed Days	691	540	28%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		75%	84%
Valid TEDS Data		94%	97%
On-Time Periodic		Actual	State Avg
6 Month Updates		100%	8%
Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		94%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	67%	70%	77%	-3%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● No Re-admit within 30 Days of Discharge		7	78%	85%	93%	-7%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		2	33%	90%	59%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		6	35%	70%	70%	-35% ▼
✓ Improved/Maintained Function Score		10	100%	95%	87%	5%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	97 days	0.6	75%	90%	79%	-15%		
< 90% 90-110% >110%										

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 18 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	107	90	19%	▲
Admits	135	112	21%	▲
Discharges	134	112	20%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		122	91%	90%	73%	1%
● Community Location Evaluation		103	77%	80%	73%	-3%
✓ Follow-up Service within 48 hours		121	100%	90%	89%	10%

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 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	282	257	10%
Admits	54	51	6%
Discharges	53	51	4%
Service Hours	2,779	2,602	7%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		47	89%	65%	54%	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		283	100%	60%	81%	40% ▲
✓ Improved/Maintained Function Score		207	99%	65%	58%	34% ▲
✓ Employed		80	28%	20%	20%	8%
✓ Stable Living Situation		238	84%	80%	90%	4%
Self Help		51	18%	N/A	45%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		228	99%	90%	98%	9%

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 33 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	63	-95%	▼
Admits	-	11	-100%	▼
Discharges	-	16	-100%	▼
Service Hours	-	605	-100%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 89%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 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		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		2	67%	60%	55%	7%
✓ Employed		1	33%	30%	28%	3%
● Improved/Maintained Function Score		2	67%	75%	34%	-8%
● Stable Living Situation		2	67%	95%	69%	-28% ▼
Self Help		0	0%	N/A	21%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	67%	90%	88%	-23% ▼

Service Engagement

Outpatient	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				0%

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	100	103	-3%
Admits	101	89	13% ▲
Discharges	95	97	-2%
Bed Days	1,405	1,268	11% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		80	84%	85%	80%	-1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		22	20 days	0.2	69%	90%	58%	-21% ▼

< 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	43	-33%	▼
Admits	9	23	-61%	▼
Discharges	14	28	-50%	▼
Service Hours	62	92	-33%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		72%	93%
On-Time Periodic			
6 Month Updates		50%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	64%	50%	70%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		29	100%	60%	66%	40% ▲
✓ Stable Living Situation		24	83%	80%	71%	3%
● Employed		0	0%	20%	12%	-20% ▼
Self Help		1	3%	N/A	35%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	95%	90%	80%	5%

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 22 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	85	-1%
Admits	26	41	-37% ▼
Discharges	34	17	100% ▲
Service Hours	139	95	46% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	92%
Valid TEDS Data	68%	47%
On-Time Periodic	Actual	State Avg
6 Month Updates	83%	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		30	88%	50%	54%	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		86	100%	N/A	28%	N/A
● Stable Living Situation		62	72%	95%	36%	-23% ▼
● Not Arrested		45	52%	75%	37%	-23% ▼
● Employed		21	24%	50%	20%	-26% ▼
● Abstinence/Reduced Drug Use		23	27%	55%	19%	-28% ▼
● Improved/Maintained Function Score		30	52%	75%	16%	-23% ▼
● Self Help		14	16%	60%	11%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		58	97%	90%	50%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		16	64%	75%	63%	-11% ▼

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	607	494	23% ▲
Admits	169	212	-20% ▼
Discharges	140	163	-14% ▼
Service Hours	1,458	2,155	-32% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	89%
On-Time Periodic		
6 Month Updates	63%	50%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		87	62%	50%	45%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		608	99%	60%	55%	39% ▲
✓ Employed		280	46%	30%	28%	16% ▲
● Stable Living Situation		538	88%	95%	69%	-7%
● Improved/Maintained Function Score		269	69%	75%	34%	-6%
Self Help		64	10%	N/A	21%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		435	98%	90%	88%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		119	71%	75%	75%	-4%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	37		▼
Admits	-	8	-100%	▼
Discharges	-	9	-100%	▼
Service Hours	-	221	-100%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 92%
Valid TEDS Data		N/A 47%
On-Time Periodic		
6 Month Updates		N/A 7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	54%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		N/A	N/A	55%	19%	-55% ▼
● Employed		N/A	N/A	50%	20%	-50% ▼
● Improved/Maintained Function Score		N/A	N/A	75%	16%	-75% ▼
● Not Arrested		N/A	N/A	75%	37%	-75% ▼
● Self Help		N/A	N/A	60%	11%	-60% ▼
● Social Support		N/A	N/A	N/A	28%	N/A
● Stable Living Situation		N/A	N/A	95%	36%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	50%	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 107 Active Standard Outpatient Programs

Residential Detox - 950600

InterCommunity Inc.

Addiction - Residential Services - Medically Monitored Detox 3.7D

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2025 - September 2025 (Data as of Dec 16, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	219	250	-12% ▼
Admits	237	250	-5%
Discharges	229	258	-11% ▼
Bed Days	972	1,069	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	71%	85%
Valid TEDS Data	95%	95%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	99%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		158	69%	80%	74%	-11% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		193	84%	85%	82%	-1%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		96	61%	90%	58%	-29% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		12	4 days	0.1	88%	90%	71%	-2%

< 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
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Actual	Goal	Goal Met	Below Goal
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* State Avg based on 7 Active Medically Monitored Detox 3.7D Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	24	25%	▲
Admits	18	24	-25%	▼
Discharges	18	12	50%	▲
Bed Days	1,105	922	20%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	84%
Valid TEDS Data	97%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	8%
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		9	50%	70%	77%	-20% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		18	100%	85%	93%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		5	56%	90%	59%	-34% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		16	53%	70%	70%	-17% ▼
● Improved/Maintained Function Score		16	89%	95%	87%	-6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	60 days	0.4	100%	90%	79%	10%
< 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 18 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	86	36	139%	▲
Admits	46	22	109%	▲
Discharges	49	17	188%	▲
Service Hours	33	20	66%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		35	85%	90%	75%	-5%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		0	0%	0%	2%	0%

Data Submitted to DMHAS for Month

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	85	-5%
Admits	70	64	9%
Discharges	68	75	-9%
Bed Days	1,107	1,217	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	83%
Valid TEDS Data	96%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	17%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	99%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		48	71%	80%	75%	-9%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		62	91%	85%	88%	6%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		29	60%	90%	59%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		81	99%	N/A	73%	N/A
✓ Improved/Maintained Function Score		52	76%	75%	75%	1%
● Abstinence/Reduced Drug Use		34	41%	70%	49%	-29% ▼
● Self Help		23	28%	60%	53%	-32% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	16 days	0.1	100%	90%	130%	10%
< 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 10 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	38	-16% ▼
Admits	20	28	-29% ▼
Discharges	20	25	-20% ▼
Bed Days	1,107	1,093	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	84%
Valid TEDS Data	98%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	8%
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		14	70%	70%	77%	0%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		19	95%	85%	93%	10%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		8	57%	90%	59%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		22	69%	70%	70%	-1%
● Improved/Maintained Function Score		13	65%	95%	87%	-30% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	53 days	0.4	100%	90%	79%	10%
< 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 18 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	15	233% ▲
Admits	20	9	122% ▲
Discharges	-	-	
Service Hours	78		

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	91%
On-Time Periodic		
6 Month Updates	57%	60%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		18	36%	35%	29%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		28	93%	90%	88%	3%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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 10 Active Employment Services Programs

Program Activity				Service Engagement						
Measure	Actual	1 Yr Ago	Variance %							
Unique Clients	99	107	-7%							
Admits	49	24	104% ▲							
Discharges	25	39	-36% ▼							
Service Hours	93	43	117% ▲							

Homeless Outreach		Actual % vs Goal %		Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	at least 1 Service within 180 days			49	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	12	17% ▲
Admits	3	2	50% ▲
Discharges	3	2	50% ▲
Service Hours	212	200	6%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	60%	47%	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	100%	60%	82%	40% ▲
✓ Stable Living Situation		14	100%	60%	91%	40% ▲
✓ Employed		6	43%	30%	34%	13% ▲
✓ Improved/Maintained Function Score		9	100%	75%	49%	25% ▲
Self Help		2	14%	N/A	73%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	91%	90%	98%	1%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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 19 Active Intensive Community Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	4	-50% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	247	189	31% ▲
Bed Days	184	185	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	86%
On-Time Periodic		
6 Month Updates	100%	95%
Diagnosis		
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
✓ Employed		2	100%	25%	16%	75% ▲
✓ Social Support		2	100%	60%	86%	40% ▲
✓ Improved/Maintained Function Score		2	100%	95%	54%	5%
✓ Stable Living Situation		2	100%	95%	95%	5%
Self Help		0	0%	N/A	58%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	418 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%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under
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Actual	Goal	Goal Met	Below Goal
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* State Avg based on 63 Active Supervised Apartments Programs