

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↑	Unique Clients	271	235	15%	▲
↑	Admits	45	40	13%	▲
↓	Discharges	30	36	-17%	▼
↗	Service Hours	514	352	46%	▲

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal %	Satisfied %	Goal %	State Avg
✓ Respect	100% 100%	100%	80%	91%
✓ Quality and Appropriateness	98% 98%	98%	80%	93%
✓ Overall	97% 97%	97%	80%	91%
✓ General Satisfaction	95% 95%	95%	80%	92%
✓ Access	95% 95%	95%	80%	88%
✓ Participation in Treatment	94% 94%	94%	80%	92%
● Outcome	79% 79%	79%	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	272	100.0%

Age	#	%	State Avg
18-25	10	4%	9%
26-34	20	7% ▼	18%
35-44	58	21%	25%
45-54	72	26%	18%
55-64	76	28%	19%
65+	36	13%	11%

Client Demographics

Gender	#	%	State Avg
Male	179	66%	58%
Female	88	32%	41%
Transgender/Other	5	2%	0%
Race			
Black/African American	137	50%	17%
White/Caucasian	72	26% ▼	59%
Multiple Races	50	18% ▲	1%
Other	11	4%	12%
Asian	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%
Unknown		8%	
Ethnicity			
Hispanic-Other	270	99% ▲	12%
Non-Hispanic	1	0% ▼	64%
Unknown	1	0% ▼	13%
Hispanic-Cuban		0%	
Hispanic-Mexican		1%	
Hisp-Puerto Rican		10%	

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▼
Unique Clients	17	23	-26%	▼
Admits	1	-		
Discharges	2	3	-33%	▼
Service Hours	37	58	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		14	82%	85%	85%	-3%

Service Utilization

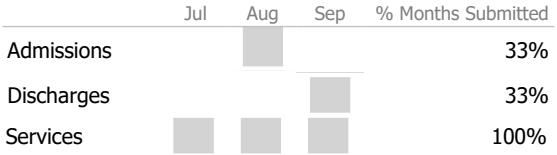
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		16	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	86%	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

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	29	14%	▲
Admits	3	2	50%	▲
Discharges	4	1	300%	▲
Service Hours	118	88	33%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	88%	29	88%	85%	85%	3%

Service Utilization

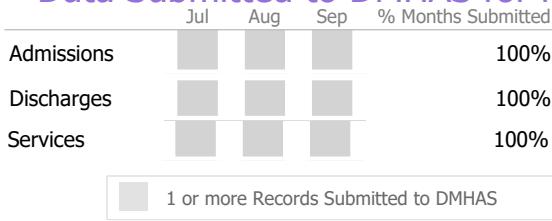
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100%	30	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	96%	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	17	17	0%
Admits	1	-	
Discharges	-	-	
Service Hours	31	11	181% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		13	76%	85%	85%	-9%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		16	100%	90%	96%	10%

Data Submission Quality

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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	16	15	7%
Admits	-	-	
Discharges	-	-	
Service Hours	46	11	

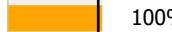
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	88%	85%	85%	3%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	96%	4%

Data Submission Quality

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

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	11	11	0%
Admits	1	-	
Discharges	1	-	
Service Hours	22	13	65% 

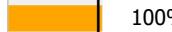
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	82%	85%	85%	-3%

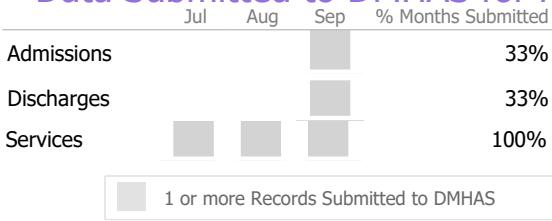
Service Utilization

Clients Receiving Services	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			
6 Month Updates		10%	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	17	15	13%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	50	37	38%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	88% (Over)	15	88%	85%	86%	3%

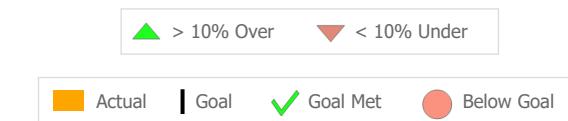
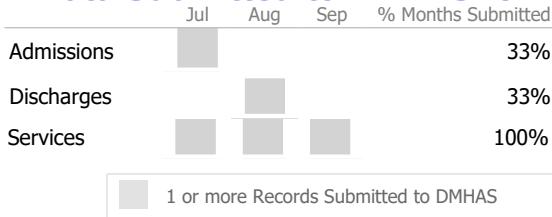
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	100% (Met)	16	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
On-Time Periodic		
6 Month Updates	87%	83%

Data Submitted to DMHAS for Month



* State Avg based on 69 Active Supportive Housing – Development Programs

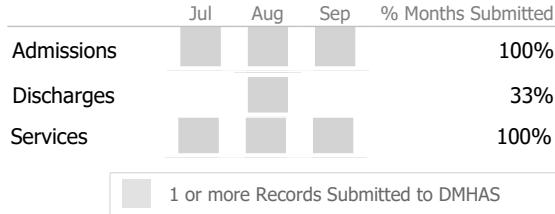
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	42	-12% ▼
Admits	8	3	167% ▲
Discharges	3	22	-86% ▼
Service Hours	26	11	126% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	█	7	88%	50%	92%	38% ▲

Data Submitted to DMHAS for Month


▲ > 10% Over ▼ < 10% Under

█ Actual █ Goal ✓ Goal Met █ Below Goal

* State Avg based on 53 Active Outreach & Engagement Programs

Liberty Supportive Housing Programs

Liberty Community Services

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	1	-	
Discharges	1	-	
Service Hours	47	38	24% ▲

Recovery

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

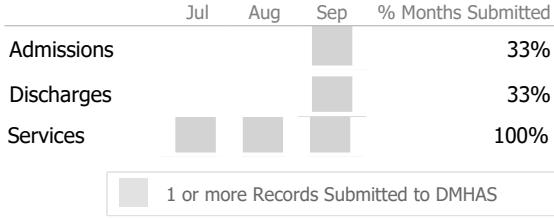
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	16	100%	90%	96%	10% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 	100% 96%
On-Time Periodic 6 Month Updates	 	73% 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

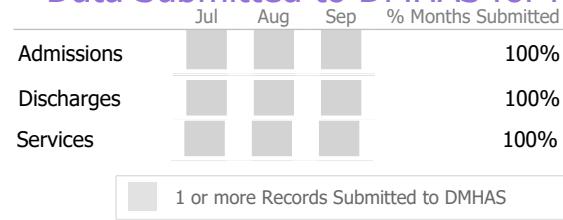
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	87	60	45%	▲
Admits	23	28	-18%	▼
Discharges	12	7	71%	▲
Service Hours	115	49	136%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	18	78%	50%	92%	28% 

Data Submitted to DMHAS for Month

 > 10% Over  < 10% Under Actual  Goal  Goal Met  Below Goal

* State Avg based on 53 Active Outreach & Engagement Programs

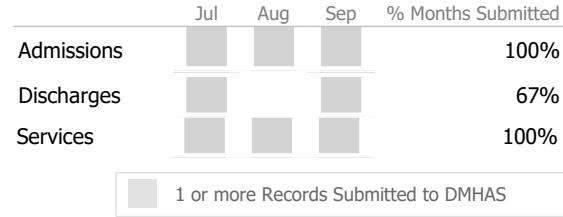
Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	29	15	93%	▲
Admits	6	7	-14%	▼
Discharges	6	3	100%	▲
Service Hours	23	35	-34%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	4	67%	50%	92%	17% 

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 53 Active Outreach & Engagement Programs