

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↑	Unique Clients	260	251	4%
↓	Admits	57	75	-24% ▼
↓	Discharges	56	34	65% ▲
↓	Service Hours	939	1,029	-9%
↓	Bed Days	3,881	4,238	-8%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction	94% 80% 92%	94%	80%	92%
✓ Respect	92% 80% 91%	92%	80%	91%
✓ Quality and Appropriateness	91% 80% 93%	91%	80%	93%
✓ Overall	91% 80% 91%	91%	80%	91%
✓ Participation in Treatment	90% 80% 92%	90%	80%	92%
✓ Access	88% 80% 88%	88%	80%	88%
● Outcome	67% 80% 83%	67%	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	112	42.4%
	Residential Services	22	8.3%
	Crisis Services	13	4.9%
Addiction			
	Case Management	89	33.7%
	Residential Services	28	10.6%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	14	5%	9%	Male	155	59%	58%
26-34	36	14%	18%	Female	100	38%	41%
35-44	54	21%	25%	Transgender/Other	6	2%	0%
45-54	64	25%	18%				
55-64	73	28%	19%				
65+	19	7%	11%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Hispanic-Other	260	100%	12%	Black/African American	99	38%	17%
Unknown	1	0%	13%	White/Caucasian	80	31%	59%
Hispanic-Cuban			0%	Multiple Races	59	23%	1%
Hispanic-Mexican			1%	Other	22	8%	12%
Hisp-Puerto Rican			10%	Am. Indian/Native Alaskan	1	0%	1%
Non-Hispanic			64%	Asian			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			8%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	31	0%
Admits	-	2	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	175	343	-49% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		30	97%	85%	85%	12% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		100%	96%
On-Time Periodic 6 Month Updates		94%	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	12	13	-8%
Admits	-	-	
Discharges	-	-	
Service Hours	92	138	-33% ▼

Recovery

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

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	10%	12	100%	90%	96%	10%

Data Submission Quality

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

Data Submitted to DMHAS for Month

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	6	8	-25% ▼
Discharges	7	6	17% ▲
Bed Days	506	646	-22% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
						Actual	Actual %
✓ No Re-admit within 30 Days of Discharge		7	100%	85%	91%	15%	▲
✓ Follow-up within 30 Days of Discharge		5	100%	90%	54%	10%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
								Actual	Actual %
● Avg Utilization Rate		10	80 days	0.8	55%	90%	61%	-35%	▼

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 Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	67	31%	▲
Admits	32	32	0%	
Discharges	31	-		
Service Hours	16	63	-74%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	88%
On-Time Periodic		
6 Month Updates	77%	44%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		23	74%	50%	60%	24%

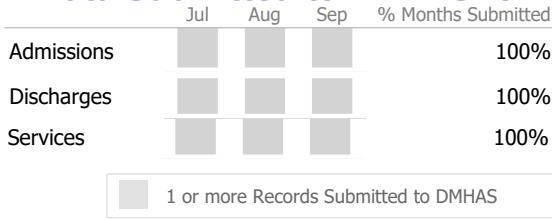
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		13	15%	20%	28%	-5%
Self Help		24	27%	60%	47%	-33%
Social Support		16	18%	N/A	69%	N/A
Stable Living Situation		11	12%	80%	67%	-68%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		57	100%	90%	93%	10%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 8 Active Standard Case Management Programs

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 6 Month Updates	N/A	65%

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions 0%

Discharges 0%

1 or more Records Submitted to DMHAS

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

▲ > 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	13	18	-28% ▼
Admits	5	10	-50% ▼
Discharges	2	4	-50% ▼
Service Hours	158	58	171% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	█	5	100%	50%	92%	50% ▲

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	10	10	0%
Admits	1	-	
Discharges	-	4	-100% ▼
Service Hours	147	79	85% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		7	70%	85%	85%	-15% ▼

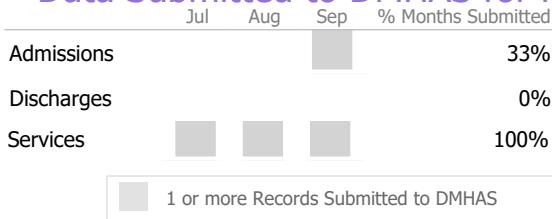
Service Utilization

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

Data Submission Quality

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

Data Submitted to DMHAS for Month



▲ > 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	22	21	5%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	160	205	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	95%	85%	85%	10%

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		100%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	2	1	100% ▲
Discharges	1	3	-67% ▼
Bed Days	553	574	-4%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	95%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div style="width: 0%; background-color: #cccccc; border: 1px solid #cccccc; display: inline-block; vertical-align: middle;"></div>	0	0%	85%	0%	-85% ▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div style="width: 0%; background-color: #cccccc; border: 1px solid #cccccc; display: inline-block; vertical-align: middle;"></div>	N/A	N/A	90%	NaN	N/A

Recovery

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help	<div style="width: 100%; background-color: #ff9900; border: 1px solid #ff9900; display: inline-block; vertical-align: middle;"></div>	8	100%	60%	56%	40% ▲
Social Support	<div style="width: 75%; background-color: #ff9900; border: 1px solid #ff9900; display: inline-block; vertical-align: middle;"></div>	6	75%	N/A	79%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	<div style="width: 0%; background-color: #cccccc; border: 1px solid #cccccc; display: inline-block; vertical-align: middle;"></div>	9	316 days	1.1	67%	90%	80%	-23% ▼

< 90% 90-110% >110%

* State Avg based on 3 Active AIDS Residential Programs

Next Steps Hartford

Mercy Housing and Shelter Corporation

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	16	16	0%
Admits	-	1	-100% ▼
Discharges	2	1	100% ▲
Service Hours	124	82	51% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	85%	13	81%	85%	85%	-4%

Service Utilization

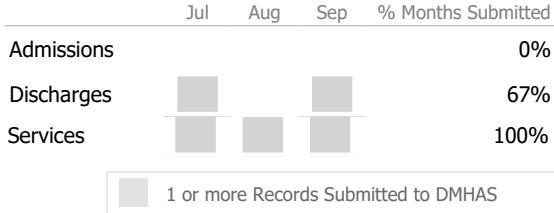
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
100%	90%	16	100%	90%	96%	10%

Data Submission Quality

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

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

Next Steps Middletown

Mercy Housing and Shelter Corporation

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	67	61	10%

Recovery

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

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	 	8	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	20	27	-26%	▼
Admits	10	19	-47%	▼
Discharges	11	12	-8%	
Bed Days	973	1,212	-20%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully			11	100%	85%	80%	15% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		22	102 days	1.1	48%	90%	58%	-42% ▼

< 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	10	10	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	920	906	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic 6 Month Updates	100%	92%
Diagnosis Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	51%	N/A
No Re-admit within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		6	67%	75%	48%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	 	10	477 days	1.0	100%	90%	85%	10%



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	11	9%
Admits	1	2	-50% ▼
Discharges	2	1	100% ▲
Bed Days	929	900	3%

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	▲
							Actual % vs Goal %
✓ Treatment Completed Successfully			2	100%	60%	60%	40%
✓ Follow-up within 30 Days of Discharge			2	100%	90%	83%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		11	92%	N/A	58%	N/A
✓ Social Support		11	92%	60%	86%	32% ▲
✓ Stable Living Situation		12	100%	95%	95%	5%
● Improved/Maintained Function Score		9	90%	95%	54%	-5%
● Employed		0	0%	25%	16%	-25% ▼

Bed Utilization

● Avg Utilization Rate	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
		12	401 days	1.0	84%	90%	91%	-6%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 63 Active Supervised Apartments Programs