Sound Community Services Inc.
New London, 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	956	951	1%
	Admits	117	135	-13% ▼
	Discharges	121	125	-3%
	Service Hours	6,351	6,602	-4%
	Bed Days	3,750	3,561	5%
	S.Rehab/PHP/IOP	3,787	3,953	-4%

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

Consumer Satisfaction Survey   (Based on 168 FY25 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		96%	80%	91%
✓	Quality and Appropriateness		94%	80%	93%
✓	Participation in Treatment		92%	80%	92%
✓	Overall		92%	80%	91%
✓	General Satisfaction		92%	80%	92%
✓	Access		90%	80%	88%
●	Outcome		76%	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	800	60.8%
	Social Rehabilitation	246	18.7%
	Community Support	180	13.7%
	Residential Services	52	4.0%
	Case Management	36	2.7%
Forensic MH			
	Residential Services	2	0.2%

Client Demographics

Age

	#	%	State Avg
18-25	113	12%	9%
26-34	163	17%	18%
35-44	170	18%	25%
45-54	142	15%	18%
55-64	232	24%	19%
65+	139	14%	11%

Gender

	#	%	State Avg
Male	485	51%	58%
Female	471	49%	41%
Transgender/Other	3	0%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	722	75% ▲	64%
Unknown	96	10%	13%
Hispanic-Other	82	9%	12%
Hisp-Puerto Rican	56	6%	10%
Hispanic-Mexican	3	0%	1%
Hispanic-Cuban			0%

Race

	#	%	State Avg
White/Caucasian	675	70% ▲	59%
Black/African American	177	18%	17%
Unknown	45	5%	8%
Am. Indian/Native Alaskan	20	2%	1%
Other	17	2%	12%
Hawaiian/Other Pacific Islander	13	1%	0%
Asian	12	1%	1%
Multiple Races			1%

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

AXS Center -211
Sound Community Services Inc.
Mental Health - Social Rehabilitation - Social 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	56	64	-13%	▼
Admits	2	2	0%	
Discharges	2	4	-50%	▼
Service Hours	619	830	-25%	▼
Social Rehab/PHP/IOP Days	1,176	1,559	-25%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	▮▮▮	53	98%	90%	83%	8%

Data Submitted to DMHAS for Month
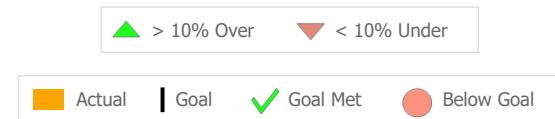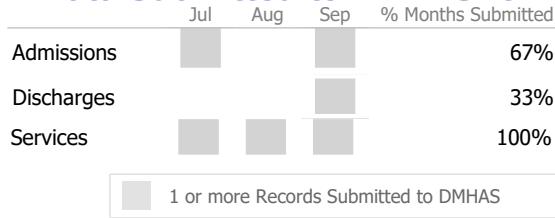
	Jul	Aug	Sep	% Months Submitted
Admissions	▮		▮	67%
Discharges			▮	33%
Services	▮	▮	▮	100%

▮ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Bent Crandall Forensic Transitional Residential
Sound Community Services 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	2	1	100%	▲
Admits	1	-		
Discharges	1	-		
Service Hours	4	85	-96%	▼
Bed Days	17	61	-72%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		80%	90%

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

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	22%

Data Submitted to DMHAS for Month

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

Bent Crandall Residential Supervised Housing
Sound Community Services 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	4	5	-20%	▼
Discharges	4	2	100%	▲
Bed Days	866	903	-4%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	95%
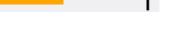
Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	75%	60%	60%	15%	▲
✓	Follow-up within 30 Days of Discharge		3	100%	90%	83%	10%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		12	92%	60%	86%	32%	▲
✓	Stable Living Situation		13	100%	95%	95%	5%	
●	Employed		3	23%	25%	16%	-2%	
	Self Help		7	54%	N/A	58%	N/A	
●	Improved/Maintained Function Score		7	88%	95%	54%	-7%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		12	298 days	0.9	78%	90%	91%	-12%	▼

	< 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 63 Active Supervised Apartments Programs

Bent Crandall Transitional Residential
Sound Community Services Inc.
Mental Health - 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	2	1	100%	▲
Admits	1	1	0%	
Discharges	1	-		
Service Hours	41	13		
Bed Days	92	13	608%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	96%

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

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		1	100%	95%	78%	5%	
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	83%	15%	▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	100%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Improved/Maintained Function Score		1	100%	75%	45%	25%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	98%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		1	62 days	0.5	100%	90%	83%	10%

	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				100%

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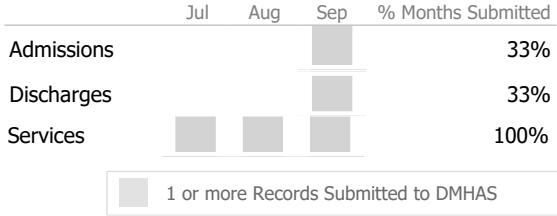
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 8 Active Transitional Programs

BHH ADULT NAE
Sound Community Services 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	154	187	-18%	▼
Admits	8	18	-56%	▼
Discharges	13	16	-19%	▼
Service Hours	195	203	-4%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		70%	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		8	62%	50%	45%	12%	▲

Recovery

National Recovery Measures (NOMS)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		142	92%	60%	55%	32%	▲
✓ Stable Living Situation		146	95%	95%	69%	0%	
⬤ Employed		41	27%	30%	28%	-3%	
✓ Improved/Maintained Function Score		110	82%	75%	34%	7%	
Self Help		14	9%	N/A	21%	N/A	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		145	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		7	88%	75%	75%	13%	▲

Data Submitted to DMHAS for Month
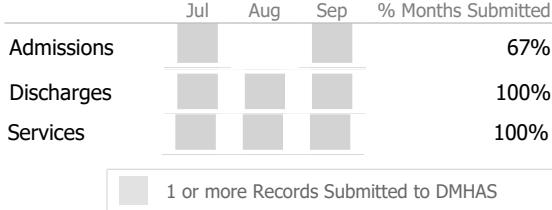
	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

CSP/RP 406550
Sound Community Services Inc.
Mental Health - Community Support - CSP

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	179	185	-3%	
Admits	19	31	-39%	▼
Discharges	27	33	-18%	▼
Service Hours	1,038	792	31%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	90%

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		16	59%	65%	54%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		166	92%	60%	81%	32%	▲
✔ Stable Living Situation		172	96%	80%	90%	16%	▲
✔ Employed		48	27%	20%	20%	7%	
✔ Improved/Maintained Function Score		113	80%	65%	58%	15%	▲
Self Help		19	11%	N/A	45%	N/A	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		160	99%	90%	99%	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

Modified IntensRehabPrgm406281
Sound Community Services Inc.
Mental Health - Social Rehabilitation - Social 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	28	24	17%	▲
Admits	5	-		
Discharges	11	-		
Service Hours	65	7		
Social Rehab/PHP/IOP Days	3	3	0%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		19	83%	90%	83%	-7%

Data Submitted to DMHAS for Month
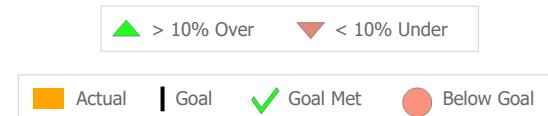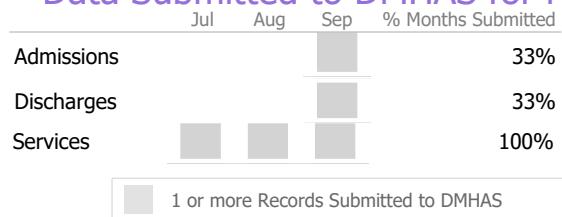
	Jul	Aug	Sep	% Months Submitted
Admissions			▪	33%
Discharges			▪	33%
Services	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Next Step   406-552
Sound Community Services 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	1	-		
Discharges	3	2	50%	▲
Service Hours	58	19		

Recovery

| National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		10	100%	85%	85%	15%	▲

Service Utilization

	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		Actual	State Avg
6 Month Updates		83%	81%

Data Submitted to DMHAS for Month
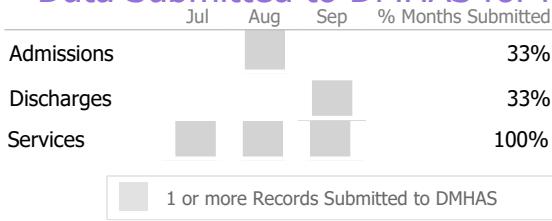
	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				100%

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

PILOTS 406-551
Sound Community Services 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	16	17	-6%
Admits	1	-	
Discharges	1	-	
Service Hours	95	94	1%

Recovery

| National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	94%	85%	85%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		85%	81%

Data Submitted to DMHAS for Month
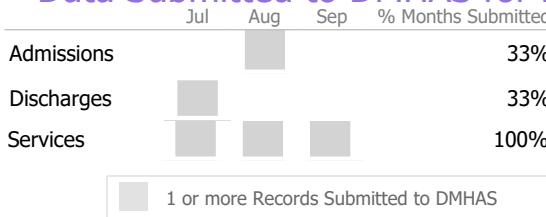
	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				100%

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

PILOTS Development   406-554
Sound Community Services 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	10	9	11%	▲
Admits	1	2	-50%	▼
Discharges	2	-		
Service Hours	66	68	-3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		10	100%	85%	86%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	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
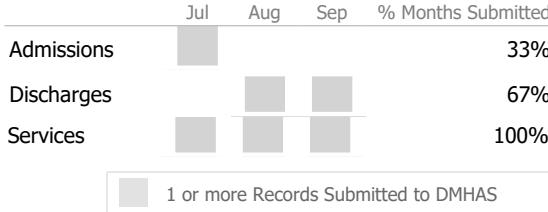
* State Avg based on 69 Active Supportive Housing – Development Programs

Rite of Passage YAS
Sound Community Services 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	4	4	0%	
Admits	2	1	100%	▲
Discharges	2	1	100%	▲
Bed Days	358	240	49%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	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%	▼
	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	40%	25%	16%	15%	▲
	Self Help		4	80%	N/A	58%	N/A	
✓	Social Support		3	60%	60%	86%	0%	
✓	Stable Living Situation		5	100%	95%	95%	5%	
●	Improved/Maintained Function Score		1	50%	95%	54%	-45%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		4	184 days	1.0	97%	90%	91%	7%

	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

SocialRehab-TheOasisCntr406280
Sound Community Services Inc.
Mental Health - Social Rehabilitation - Social 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	189	194	-3%	
Admits	20	17	18%	▲
Discharges	4	9	-56%	▼
Service Hours	1,932	2,160	-11%	▼
Social Rehab/PHP/IOP Days	2,608	2,391	9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	�	167	98%	90%	83%	8%

Data Submitted to DMHAS for Month
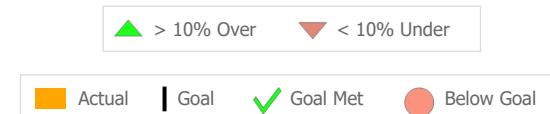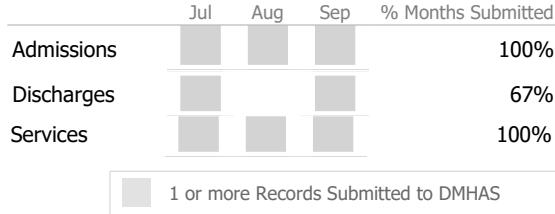
	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges	▢		▢	67%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Standard Outpatient
Sound Community Services 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	759	739	3%	
Admits	50	54	-7%	
Discharges	46	56	-18%	▼
Service Hours	1,869	1,482	26%	▲

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		86%	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	39%	50%	45%	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		718	94%	60%	55%	34%	▲
✓ Employed		270	35%	30%	28%	5%	
✓ Stable Living Situation		722	95%	95%	69%	0%	
✓ Improved/Maintained Function Score		558	83%	75%	34%	8%	
Self Help		96	13%	N/A	21%	N/A	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		699	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		40	80%	75%	75%	5%

Data Submitted to DMHAS for Month
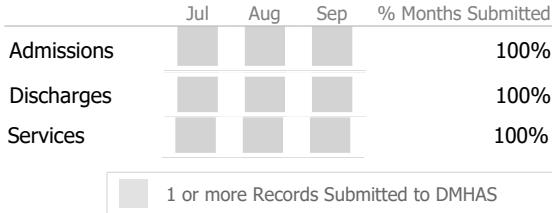
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Supervised Apt. Prgm 406-253
Sound Community Services 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	22	23	-4%
Admits	1	2	-50% ▼
Discharges	-	2	-100% ▼
Bed Days	1,993	1,961	2%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		99%	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
Self Help		22	100%	N/A	58%	N/A
✓ Social Support		22	100%	60%	86%	40% ▲
✓ Stable Living Situation		22	100%	95%	95%	5%
● Employed		5	23%	25%	16%	-2%
✓ Improved/Maintained Function Score		18	95%	95%	54%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		22	780 days	1.0	98%	90%	91%	8%

< 90%	90-110%	>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
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

YAS - Scattered Sites
Sound Community Services 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	8	9	-11%	▼
Admits	-	1	-100%	▼
Discharges	3	-		
Service Hours	369	849	-57%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		98%	100%

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

Discharge Outcomes

|		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		3	100%	50%	71%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		6	75%	60%	89%	15%	▲
✓	Stable Living Situation		8	100%	85%	96%	15%	▲
✓	Employed		2	25%	25%	15%	0%	
	Self Help		2	25%	N/A	48%	N/A	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		8	100%	90%	98%	10%	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		▉		33%
Services	▉	▉	▉	100%

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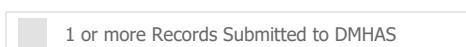
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 22 Active Residential Support Programs

YAS Hyatt House
Sound Community Services 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	6	4	50%	▲
Admits	1	1	0%	
Discharges	1	-		
Bed Days	424	352	20%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	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%	▼
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		6	100%	60%	86%	40%	▲
Self Help		5	83%	N/A	58%	N/A	
✓ Stable Living Situation		6	100%	95%	95%	5%	
🔴 Employed		1	17%	25%	16%	-8%	
🔴 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		5	170 days	0.8	92%	90%	91%	2%

☐ < 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