Southeastern Mental Health Authority
Norwich, 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	916	1,034	-11%	▼
	Admits	414	382	8%	
	Discharges	418	518	-19%	▼
	Service Hours	6,966	6,471	8%	
	Bed Days	1,095	1,184	-8%	

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

Consumer Satisfaction Survey   (Based on 209 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		94%	80%	91%
✓ Overall		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ Access		90%	80%	88%
✓ General Satisfaction		87%	80%	92%
✓ Outcome		83%	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	321	28.5%
	Community Support	217	19.2%
	Crisis Services	158	14.0%
	ACT	88	7.8%
	ICS	60	5.3%
	Intake	43	3.8%
	Residential Services	22	2.0%
	Other	1	0.1%
Forensic MH			
	Forensics Community-based	218	19.3%

Client Demographics

Age

	#	%	State Avg
18-25	125	14%	9%
26-34	188	21%	18%
35-44	205	23%	25%
45-54	141	15%	18%
55-64	154	17%	19%
65+	97	11%	11%

Gender

	#	%	State Avg
Male	600	65%	58%
Female	307	33%	41%
Transgender/Other	10	1%	0%

Race

	#	%	State Avg
White/Caucasian	583	67%	59%
Black/African American	133	15%	17%
Other	55	6%	12%
Multiple Races	43	5%	1%
Unknown	38	4%	8%
Asian	11	1%	1%
Am. Indian/Native Alaskan	9	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	683	74%	64%
Unknown	119	13%	13%
Hispanic-Other	61	7%	12%
Hisp-Puerto Rican	49	5%	10%
Hispanic-Mexican	3	0%	1%
Hispanic-Cuban	2	0%	0%

▮ Unique Clients	│ State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

ACCESS
Southeastern Mental Health Authority
Mental Health - ACT - Assertive Community Treatment

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	88	91	-3%	
Admits	9	9	0%	
Discharges	9	4	125%	▲
Service Hours	1,507	1,622	-7%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	85%

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		4	44%	65%	46%	-21%	▼
✔	No Re-admit within 30 Days of Discharge		9	100%	85%	95%	15%	▲
🔴	Follow-up within 30 Days of Discharge		2	50%	90%	47%	-40%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		88	100%	N/A	64%	N/A	
✔	Stable Living Situation		77	88%	60%	86%	28%	▲
✔	Social Support		60	68%	60%	70%	8%	
🔴	Employed		8	9%	15%	9%	-6%	
🔴	Improved/Maintained Function Score		29	40%	85%	45%	-45%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		79	100%	90%	100%	10%

Data Submitted to DMHAS for Month

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

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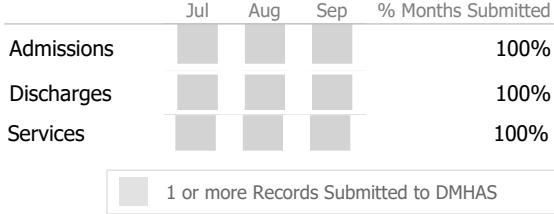
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 11 Active Assertive Community Treatment Programs

CIT-401 W.Thames St
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

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	33	14	136%	▲
Admits	32	12	167%	▲
Discharges	32	12	167%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		30	94%	90%	73%	4%	
✓ Community Location Evaluation		32	100%	80%	73%	20%	▲
🔴 Follow-up Service within 48 hours		0	0%	90%	89%	-90%	▼
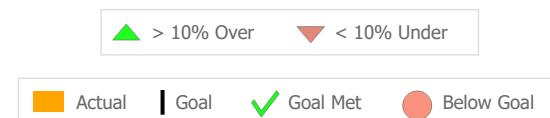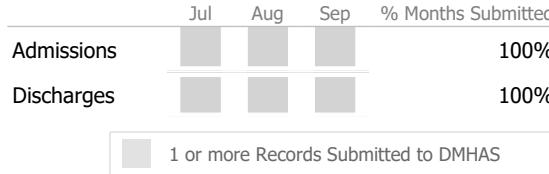
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

CORP Post-Release
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Re-entry Programs

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 1 Active Re-entry Programs Programs

Medication Management
Southeastern Mental Health Authority
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	122	90	36%	▲
Admits	16	5	220%	▲
Discharges	6	15	-60%	▼
Service Hours	427	445	-4%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		98%	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		3	50%	50%	45%	0%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		121	99%	N/A	21%	N/A	
✓	Social Support		100	82%	60%	55%	22%	▲
✓	Stable Living Situation		117	96%	95%	69%	1%	
●	Employed		16	13%	30%	28%	-17%	▼
●	Improved/Maintained Function Score		5	5%	75%	34%	-70%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		104	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		8	50%	75%	75%	-25%	▼

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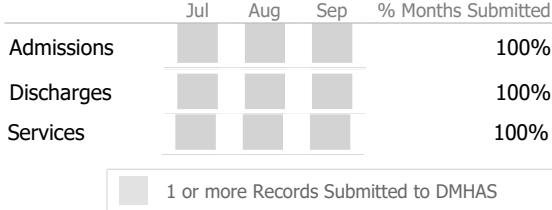
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

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

SMHA Crisis
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

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	128	139	-8%
Admits	156	161	-3%
Discharges	156	161	-3%

Crisis
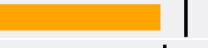
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		120	78%	90%	73%	-12% ▼
Community Location Evaluation		138	90%	80%	73%	10%
Follow-up Service within 48 hours		2	50%	90%	89%	-40% ▼
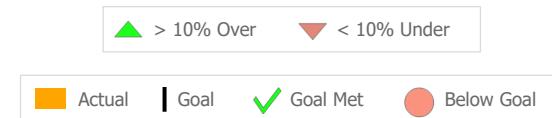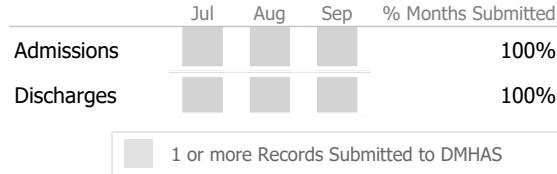
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

*State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

SMHA Forensics
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Outreach & Engagement

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	2	-50%	▼
Discharges	-	2	-100%	▼

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
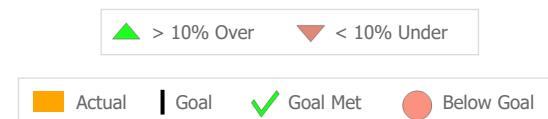
* State Avg based on 1 Active Outreach & Engagement Programs

SMHA Intake Unit
Southeastern Mental Health Authority
Mental Health - Intake - Central Intake

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	43	34	26%	▲
Admits	37	33	12%	▲
Discharges	37	28	32%	▲
Service Hours	97	88	10%	

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
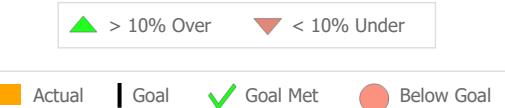
* State Avg based on 17 Active Central Intake Programs

SMHA Jail Diversion
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

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	195	361	-46%	▼
Admits	108	99	9%	
Discharges	114	252	-55%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Follow-up Service within 48 hours	▀▀▀▀▀	27	100%	0%	70%	100%	▲

▲ > 10% Over	▼ < 10% Under

▀ Actual	❘ Goal	✔ Goal Met	● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

SMHA Liaison
Southeastern Mental Health Authority
Mental Health - Other - Other

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 23 Active Other Programs

SMHA Sub-Acute BCP
Southeastern Mental Health Authority
Mental Health - Residential Services - Sub-Acute

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	22	0%	
Admits	9	10	-10%	
Discharges	9	13	-31%	▼
Bed Days	1,095	1,184	-8%	

Data Submission Quality

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

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

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	33%	95%	33%	-62%	▼
✓ No Re-admit within 30 Days of Discharge		9	100%	85%	100%	15%	▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	100%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Improved/Maintained Function Score		4	29%	95%	29%	-66%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		15	147 days	0.7	79%	90%	79%	-11%	▼

▮ < 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 1 Active Sub-Acute Programs

SMHA/OUTPT CLINICAL
Southeastern Mental Health Authority
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	209	178	17%	▲
Admits	24	29	-17%	▼
Discharges	23	7	229%	▲
Service Hours	1,482	1,111	33%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	89%

On-Time Periodic		Actual	State Avg
6 Month Updates		90%	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		14	61%	50%	45%	11%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		207	99%	N/A	21%	N/A	
✓	Social Support		163	78%	60%	55%	18%	▲
●	Stable Living Situation		193	92%	95%	69%	-3%	
●	Employed		55	26%	30%	28%	-4%	
●	Improved/Maintained Function Score		19	12%	75%	34%	-63%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		181	98%	90%	88%	8%

Service Engagement
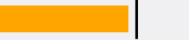
	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		17	71%	75%	75%	-4%

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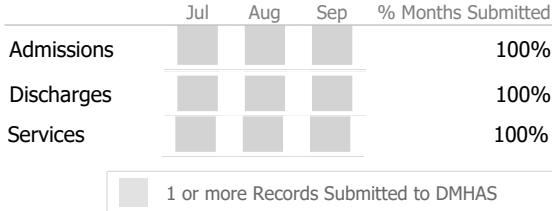
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

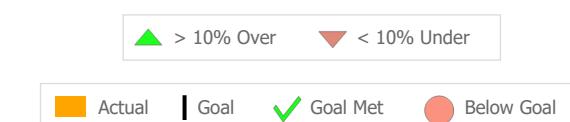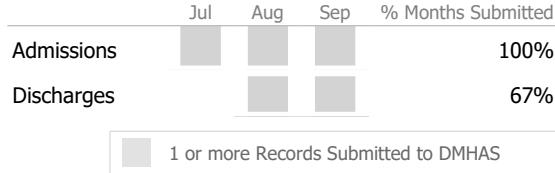* State Avg based on 76 Active Standard Outpatient Programs

Veterans Jail Diversion Initiative
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

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	6	0%	
Admits	3	2	50%	▲
Discharges	3	3	0%	

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		2	100%	0%	70%	100%	▲

▲ > 10% Over   ▼ < 10% Under

Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

WRAP (CSP- Wellness Recovery Adv. Prgm.)
Southeastern Mental Health Authority
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	216	207	4%	
Admits	15	15	0%	
Discharges	17	13	31%	▲
Service Hours	2,052	2,098	-2%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		92%	90%

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		7	41%	65%	54%	-24%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		217	100%	N/A	45%	N/A	
✔ Social Support		170	78%	60%	81%	18%	▲
✔ Stable Living Situation		203	94%	80%	90%	14%	▲
🔴 Employed		39	18%	20%	20%	-2%	
🔴 Improved/Maintained Function Score		70	38%	65%	58%	-27%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		200	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
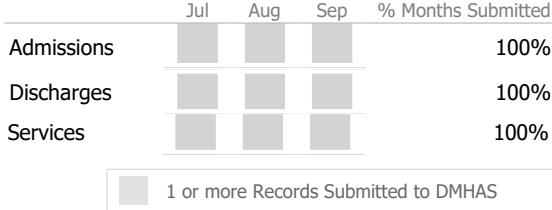
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 33 Active CSP Programs

YAS Pre-Admit
Southeastern Mental Health Authority
Mental Health - Other - Other

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	1	1	0%
Admits	-	-	
Discharges	1	1	0%
Service Hours	1	-	

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Other Programs

Young Adult Services
Southeastern Mental Health Authority
Mental Health - ICS - Intensive Community Services

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	60	62	-3%	
Admits	4	5	-20%	▼
Discharges	11	7	57%	▲
Service Hours	1,401	1,107	27%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		90%	88%

On-Time Periodic		Actual	State Avg
6 Month Updates		93%	86%

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		2	18%	60%	47%	-42%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		60	100%	N/A	73%	N/A	
✓	Stable Living Situation		51	85%	60%	91%	25%	▲
✓	Social Support		43	72%	60%	82%	12%	▲
🔴	Employed		14	23%	30%	34%	-7%	
🔴	Improved/Maintained Function Score		22	42%	75%	49%	-33%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		56	100%	90%	98%	10%

Data Submitted to DMHAS for Month

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

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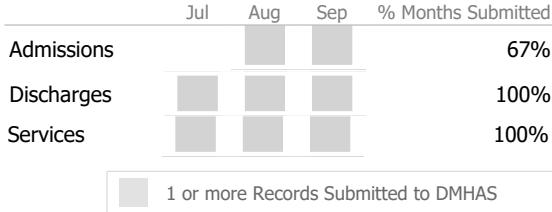
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 19 Active Intensive Community Services Programs