

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↓	Unique Clients	1,341	1,033	30%	▲
↓	Admits	752	223	237%	▲
↓	Discharges	728	195	273%	▲
↓	Service Hours	1,249	690	81%	▲

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100% 100%	100%	80%	93%
✓ Participation in Treatment	100% 100%	100%	80%	92%
✓ Overall	100% 100%	100%	80%	91%
✓ Respect	100% 100%	100%	80%	91%
✓ Access	100% 100%	100%	80%	88%
✓ General Satisfaction	99% 100%	99%	80%	92%
✓ Outcome	98% 100%	98%	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	893	59.1%
	Crisis Services	365	24.1%
	Recovery Support	183	12.1%
	IOP	71	4.7%

Client Demographics

Age	#	%	State Avg		Gender	#	%	State Avg
18-25	124	9%	9%		Female	720	54%	41%
26-34	194	14%	18%		Male	621	46%	58%
35-44	245	18%	25%		Transgender/Other	1	0%	0%
45-54	220	16%	18%					
55-64	286	21%	19%					
65+	269	20%	11%					
Ethnicity	#	%	State Avg		Race	#	%	State Avg
Non-Hispanic	1,026	76%	64%	▲	White/Caucasian	847	63%	59%
Hispanic-Other	239	18%	12%		Black/African American	219	16%	17%
Hisp-Puerto Rican	44	3%	10%		Other	218	16%	12%
Unknown	31	2%	13%	▼	Asian	24	2%	8%
Hispanic-Cuban	2	0%	0%		Multiple Races	17	1%	1%
Hispanic-Mexican			1%		Am. Indian/Native Alaskan	10	1%	1%
					Hawaiian/Other Pacific Islander	5	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	365	52	602% ▲
Admits	449	58	674% ▲
Discharges	449	57	688% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request	<div style="width: 28%;"></div>	126	28%	90%	73%	-62% ▼
● Community Location Evaluation	<div style="width: 0%;"></div>	0	0%	80%	73%	-80% ▼
✓ Follow-up Service within 48 hours	<div style="width: 92%;"></div>	127	92%	90%	89%	2% ▲

Data Submitted to DMHAS for Month

Jul Aug Sep % Months Submitted

Admissions	<div style="width: 100%;"></div>	100%
Discharges	<div style="width: 100%;"></div>	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	71	28	154%	▲
Admits	30	6	400%	▲
Discharges	13	9	44%	▲
Service Hours	207	48		
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	71%
On-Time Periodic 6 Month Updates	92%	76%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	23%	50%	56%	-27% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		0	0%	90%	68%	-90% ▼

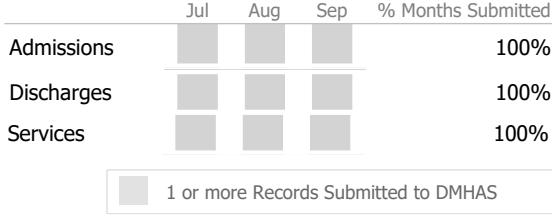
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		59	83%	60%	68%	23% ▲
✓ Employed		33	46%	30%	42%	16% ▲
✓ Stable Living Situation		70	99%	95%	95%	4% ▲
● Improved/Maintained Function Score		14	38%	75%	57%	-37% ▼
Self Help		0	0%	N/A	5%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	100%	90%	98%	10% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 4 Active Standard IOP Programs

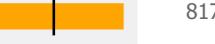
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	871	874	0%
Admits	64	62	3%
Discharges	57	37	54% ▲
Service Hours	975	610	60% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic		
6 Month Updates	97%	50%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	11%	50%	45%	-39% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		817	94%	60%	55%	34% ▲
✓ Employed		391	45%	30%	28%	15% ▲
✓ Stable Living Situation		834	96%	95%	69%	1% ▲
Self Help		0	0%	N/A	21%	N/A
● Improved/Maintained Function Score		30	4%	75%	34%	-71% ▼

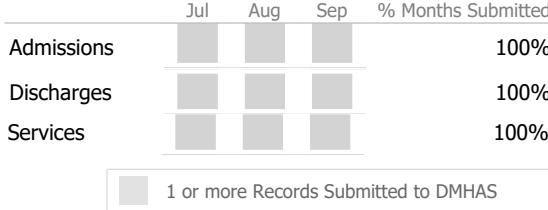
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		805	100%	90%	88%	10% ▲

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Outpatient						
✓ 2 or more Services within 30 days		40	63%	75%	75%	-13% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

 Actual  Goal  Goal Met  Below Goal

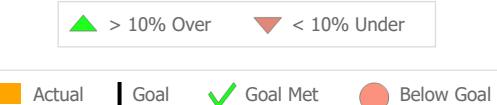
* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	182	88	107%	▲
Admits	207	92	125%	▲
Discharges	207	91	127%	▲
Service Hours	53	24	119%	▲

Data Submitted to DMHAS for Month

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



* State Avg based on 2 Active Peer Based Mentoring Programs

■ 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	21	5%
Admits	2	5	-60% ▼
Discharges	2	1	100% ▲
Service Hours	15	8	84% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic		
6 Month Updates	71%	50%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	45%	-50% ▼
Recovery						
✓ Social Support	Actual % vs Goal %	17	77%	60%	55%	17% ▲
● Employed		6	27%	30%	28%	-3%
● Stable Living Situation		16	73%	95%	69%	-22% ▼
Self Help		0	0%	N/A	21%	N/A
● Improved/Maintained Function Score		2	11%	75%	34%	-64% ▼

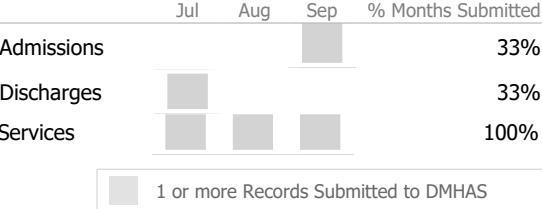
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	88%	10%

Service Engagement

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	100%	75%	75%	25% ▲

Data Submitted to DMHAS for Month


▲ > 10% Over ▼ < 10% Under
█ Actual █ Goal ✓ Goal Met ● Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Respite Program 201

Waterbury Hospital Health Center

Mental Health - Crisis Services - Respite Bed

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	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	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%	54%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	N/A	N/A	0%	90%	61%	-90%

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 13 Active Respite Bed Programs