

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,271	1,326	-4%
	Admits	678	713	-5%
	Discharges	599	916	-35% ▼
	Service Hours	18,919	15,838	19% ▲
	Bed Days	2,935	2,924	0%

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

Consumer Satisfaction Survey

(Based on 169 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		92%	80%	91%
✓ Overall		91%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Participation in Treatment		89%	80%	92%
✓ Access		88%	80%	88%
✓ Outcome		86%	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	671	38.9%
	Crisis Services	289	16.8%
	Social Rehabilitation	174	10.1%
	ICS	98	5.7%
	Community Support	78	4.5%
	ACT	56	3.3%
	Other	46	2.7%
	Intake	44	2.6%
	Inpatient Services	22	1.3%
	Forensic MH	Forensics Community-based	162
Outpatient		60	3.5%
Case Management		23	1.3%

Client Demographics

Age	#	%	State Avg
18-25	160	13%	8%
26-34	219	17%	18%
35-44	228	18%	25%
45-54	211	17%	19%
55-64	260	20%	19%
65+	192	15%	12%

Gender	#	%	State Avg
Male	736	58%	59%
Female	521	41%	40%
Transgender/Other	14	1%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	828	65%	64%
Hisp-Puerto Rican	186	15%	10%
Hispanic-Other	127	10%	12%
Unknown	120	9%	13%
Hispanic-Mexican	7	1%	1%
Hispanic-Cuban	3	0%	0%

Race	#	%	State Avg
Black/African American	510	42%	▲ 18%
White/Caucasian	370	30%	▼ 59%
Other	230	19%	12%
Unknown	70	6%	8%
Asian	27	2%	1%
Multiple Races	18	1%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	162	159	2%
Admits	114	106	8%
Discharges	95	104	-9%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		26	79%	0%	77%	79% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	53	6%
Admits	3	6	-50% ▼
Discharges	5	1	400% ▲
Service Hours	2,296	1,877	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
Periodic Submitted	Actual	State Avg
6 Month Updates	94%	94%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	65%	54%	-65% ▼
✓ No Re-admit within 30 Days of Discharge		5	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	59%	N/A

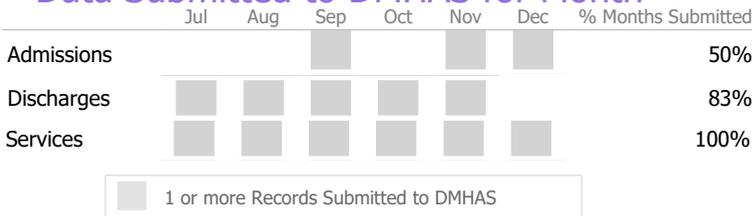
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		54	96%	N/A	68%	N/A
✓ Stable Living Situation		44	79%	60%	87%	19% ▲
● Social Support		28	50%	60%	71%	-10%
● Employed		1	2%	15%	10%	-13% ▼
● Improved/Maintained Function Score		34	64%	85%	49%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	100%	90%	99%	10%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 11 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	38	-39% ▼
Admits	9	17	-47% ▼
Discharges	10	18	-44% ▼
Service Hours	316	520	-39% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	60%	50%	58%	10% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		23	100%	N/A	96%	N/A
✓ Social Support		21	91%	60%	92%	31% ▲
✓ Stable Living Situation		21	91%	80%	92%	11% ▲
✓ Employed		7	30%	20%	27%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	100%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 2 Active Standard Case Management Programs

Program Activity

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

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 0 Active Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	110	-29% ▼
Admits	12	12	0%
Discharges	6	35	-83% ▼
Service Hours	1,173	842	39% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
Periodic Submitted		
6 Month Updates	95%	90%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	33%	65%	58%	-32% ▼

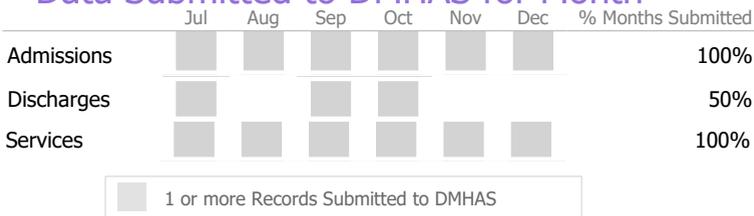
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		77	99%	N/A	44%	N/A
✓ Social Support		60	77%	60%	82%	17% ▲
✓ Stable Living Situation		74	95%	80%	90%	15% ▲
● Employed		15	19%	20%	20%	-1%
● Improved/Maintained Function Score		33	50%	65%	59%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		71	99%	90%	98%	9%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 32 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	73	-10%
Admits	-	4	-100% ▼
Discharges	2	6	-67% ▼
Service Hours	359	382	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
Periodic Submitted	Actual	State Avg
6 Month Updates	94%	51%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	49%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		66	100%	N/A	22%	N/A
✓ Social Support		58	88%	60%	57%	28% ▲
✓ Employed		33	50%	30%	31%	20% ▲
✓ Stable Living Situation		66	100%	95%	72%	5%
● Improved/Maintained Function Score		33	50%	75%	38%	-25% ▼

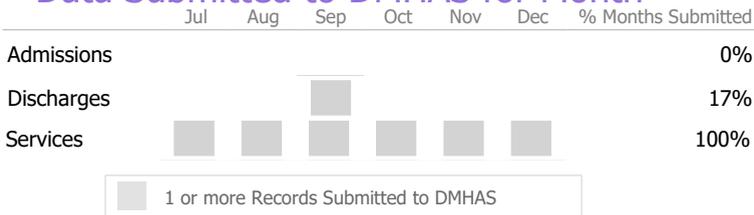
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		64	100%	90%	82%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		N/A	N/A	75%	75%	N/A ▼

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	60	53	13% ▲
Admits	21	17	24% ▲
Discharges	8	17	-53% ▼
Service Hours	1,346	969	39% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	90%
Periodic Submitted		
6 Month Updates	100%	97%
Diagnosis		
Valid MH/SU Diagnosis	100%	97%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	18%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		62	100%	N/A	57%	N/A
● Social Support		29	47%	60%	72%	-13% ▼
● Employed		9	15%	30%	12%	-15% ▼
● Stable Living Situation		44	71%	95%	78%	-24% ▼
● Improved/Maintained Function Score		22	50%	75%	61%	-25% ▼

Service Utilization

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

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		20	95%	75%	81%	20% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 3 Active Standard Outpatient Programs

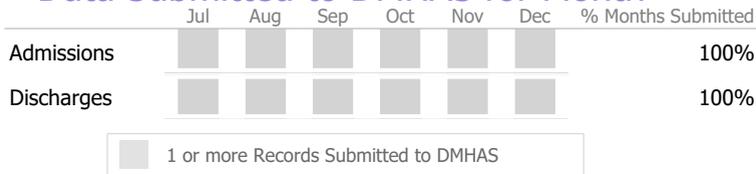
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	167	180	-7%
Admits	190	203	-6%
Discharges	188	203	-7%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		183	97%	90%	72%	7% ▲
✓ Community Location Evaluation		188	100%	80%	73%	20% ▲
● Follow-up Service within 48 hours		13	32%	90%	90%	-58% ▼

Data Submitted to DMHAS for Month



▲ > 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	22	25	-12% ▼
Admits	6	9	-33% ▼
Discharges	7	9	-22% ▼
Bed Days	2,935	2,924	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	88%
Periodic Submitted		
6 Month Updates	100%	100%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	100%	95%	100%	5%
✓ No Re-admit within 30 Days of Discharge		7	100%	85%	100%	15% ▲
● Follow-up within 30 Days of Discharge		6	86%	90%	86%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		6	33%	75%	33%	-42% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	464 days	0.4	100%	90%	100%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■	■	■	■	83%
Discharges	■		■		■	■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Non-Certified Subacute Programs

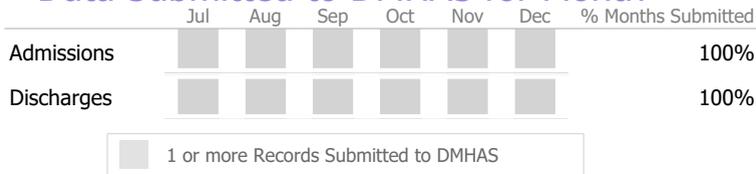
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	145	201	-28% ▼
Admits	175	236	-26% ▼
Discharges	171	236	-28% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		162	94%	90%	72%	4%
✓ Community Location Evaluation		168	98%	80%	73%	18% ▲
● Follow-up Service within 48 hours		16	40%	90%	90%	-50% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Peer Support

Capitol Region Mental Health Center

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	174	291	-40% ▼
Admits	53	-	
Discharges	9	160	-94% ▼
Service Hours	530	11	
Social Rehab/PHP/IOP Days	0	0	

Service Utilization



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■	■	■	■	83%
Discharges	■	■		■	■	■	83%
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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	295	303	-3%
Admits	7	16	-56% ▼
Discharges	19	20	-5%
Service Hours	2,462	3,253	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
Periodic Submitted	Actual	State Avg
6 Month Updates	93%	51%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	7%	50%	49%	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		290	98%	N/A	22%	N/A
✓ Social Support		186	63%	60%	57%	3%
● Stable Living Situation		274	93%	95%	72%	-2%
● Improved/Maintained Function Score		174	60%	75%	38%	-15% ▼
● Employed		40	14%	30%	31%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		276	100%	90%	82%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		7	100%	75%	75%	25% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	310	322	-4%
Admits	12	11	9%
Discharges	12	28	-57% ▼
Service Hours	2,555	2,503	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
Periodic Submitted		
6 Month Updates	91%	51%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	14%	50%	49%	-36% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		298	96%	N/A	22%	N/A
✓ Social Support		235	76%	60%	57%	16% ▲
✓ Stable Living Situation		295	95%	95%	72%	0%
● Improved/Maintained Function Score		193	64%	75%	38%	-11% ▼
● Employed		48	15%	30%	31%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		298	100%	90%	82%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		9	75%	75%	75%	0%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	86	14% ▲
Admits	16	15	7%
Discharges	14	14	0%
Service Hours	6,505	4,540	43% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	88%
Periodic Submitted		
6 Month Updates	96%	93%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	31%	60%	53%	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		96	98%	N/A	72%	N/A
✓ Stable Living Situation		85	87%	60%	92%	27% ▲
✓ Social Support		72	73%	60%	85%	13% ▲
✓ Employed		32	33%	30%	36%	3%
● Improved/Maintained Function Score		46	55%	75%	52%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		84	100%	90%	100%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 19 Active Intensive Community Services Programs