

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,206	2,214	0%
	Admits	1,050	1,213	-13% ▼
	Discharges	953	1,169	-18% ▼
	Service Hours	21,362	23,623	-10%
	Bed Days	10,605	7,019	51% ▲
	S.Rehab/PHP/IOP	1,425	1,512	-6%

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

Consumer Satisfaction Survey

(Based on 287 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Overall		95%	80%	91%
✓ Respect		94%	80%	91%
✓ Access		93%	80%	88%
✓ 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	1,226	41.6%
	Crisis Services	548	18.6%
	Social Rehabilitation	200	6.8%
	Case Management	167	5.7%
	Community Support	139	4.7%
	Employment Services	125	4.2%
	ACT	85	2.9%
	Residential Services	61	2.1%
	ICS	48	1.6%
	Forensic MH	Forensics Community-based	157
Outpatient		109	3.7%
Addiction	Outpatient	47	1.6%
	Medication Assisted Treatment	37	1.3%

Client Demographics

Age	#	%	State Avg
18-25	307	14%	8%
26-34	397	18%	18%
35-44	467	21%	25%
45-54	378	17%	19%
55-64	400	18%	19%
65+	253	11%	12%

Gender	#	%	State Avg
Male	1,127	51%	59%
Female	1,095	49%	40%
Transgender/Other	3	0%	0%

Ethnicity	#	%	State Avg
Unknown	926	42%	▲ 13%
Non-Hispanic	863	39%	▼ 64%
Hispanic-Other	217	10%	12%
Hisp-Puerto Rican	212	10%	10%
Hispanic-Mexican	5	0%	1%
Hispanic-Cuban	2	0%	0%

Race	#	%	State Avg
White/Caucasian	1,021	46%	▼ 59%
Unknown	935	42%	▲ 8%
Black/African American	220	10%	18%
Multiple Races	28	1%	1%
Asian	11	0%	1%
Am. Indian/Native Alaskan	6	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Other	2	0%	▼ 12%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,060	1,228	-14% ▼
Admits	232	452	-49% ▼
Discharges	438	416	5%
Service Hours	5,094	8,124	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	89%
Periodic Submitted		
6 Month Updates	97%	51%
Diagnosis		
Valid MH/SU Diagnosis	91%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		283	79%	50%	49%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,077	100%	60%	57%	40% ▲
✓ Improved/Maintained Function Score		892	97%	75%	38%	22% ▲
● Stable Living Situation		965	89%	95%	72%	-6%
● Employed		203	19%	30%	31%	-11% ▼
Self Help		26	2%	N/A	22%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		620	97%	90%	82%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		175	76%	75%	75%	1%

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 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	74	15% ▲
Admits	12	14	-14% ▼
Discharges	4	15	-73% ▼
Service Hours	3,244	3,169	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	94%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	94%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	96%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	65%	54%	35% ▲
● No Re-admit within 30 Days of Discharge		3	75%	85%	94%	-10%
● Follow-up within 30 Days of Discharge		1	50%	90%	59%	-40% ▼

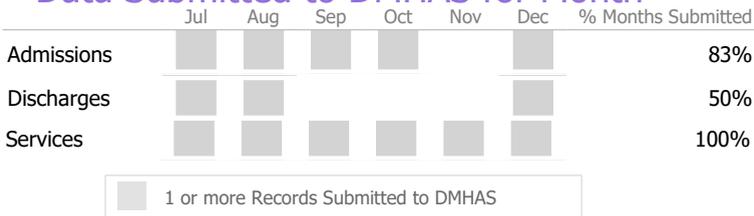
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		85	100%	60%	71%	40% ▲
✓ Stable Living Situation		81	95%	60%	87%	35% ▲
✓ Improved/Maintained Function Score		71	97%	85%	49%	12% ▲
● Employed		3	4%	15%	10%	-11% ▼
Self Help		0	0%	N/A	68%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		81	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	4	3	33% ▲
Admits	-	1	-100% ▼
Discharges	3	-	
Service Hours	3	5	-35% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Periodic Submitted	Actual	State Avg
6 Month Updates	0%	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		2	100%	50%	49%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	75%	60%	57%	15% ▲
✓ Improved/Maintained Function Score		3	75%	75%	38%	0%
● Stable Living Situation		3	75%	95%	72%	-20% ▼
● Employed		0	0%	30%	31%	-30% ▼
Self Help		0	0%	N/A	22%	N/A

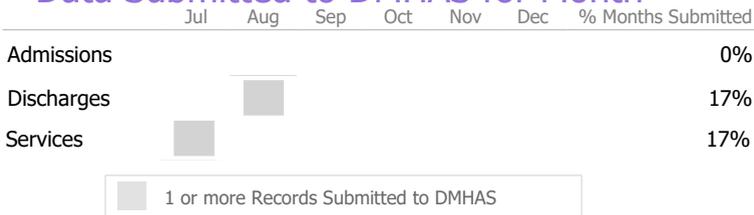
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	82%	-90% ▼

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	5	7	-29% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	12	23	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	51%	89%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	51%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	49%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	57%	40% ▲
● Employed		0	0%	30%	31%	-30% ▼
Self Help		0	0%	N/A	22%	N/A
● Stable Living Situation		1	20%	95%	72%	-75% ▼

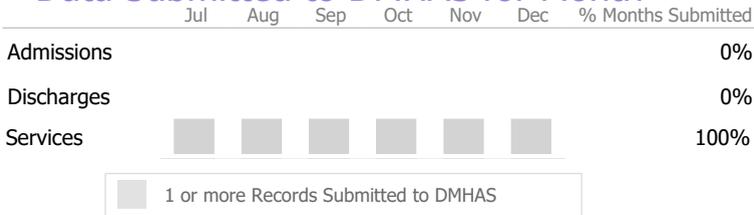
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	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

* State Avg based on 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	124	73	70% ▲
Admits	45	24	88% ▲
Discharges	34	30	13% ▲
Service Hours	1,371	1,158	18% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		20	16%	35%	43%	-19% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		90	98%	90%	93%	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	90%
Periodic Submitted	Actual	State Avg
6 Month Updates	96%	92%

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 35 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	53	-9% ▼
Admits	4	8	-50% ▼
Discharges	8	14	-43% ▼
Service Hours	2,444	1,738	41% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	88%
Periodic Submitted		
6 Month Updates	100%	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	67%	60%	53%	7%

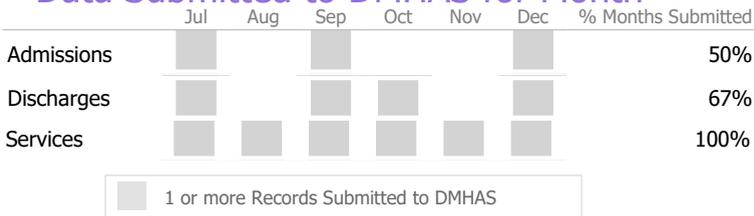
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		48	100%	60%	85%	40% ▲
✓ Stable Living Situation		39	81%	60%	92%	21% ▲
✓ Improved/Maintained Function Score		42	95%	75%	52%	20% ▲
✓ Employed		16	33%	30%	36%	3%
Self Help		1	2%	N/A	72%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	100%	90%	100%	10%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Intensive Community Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	538	492	9%
Admits	417	505	-17% ▼
Discharges	308	460	-33% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		97	95%	90%	72%	5%
✓ Community Location Evaluation		97	95%	80%	73%	15% ▲
● Follow-up Service within 48 hours		6	86%	90%	90%	-4%

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 97%
Periodic Submitted	Actual	State Avg
6 Month Updates		N/A 100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	58%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	27%	-20% ▼
Self Help		N/A	N/A	N/A	96%	N/A
Social Support		N/A	N/A	60%	92%	-60% ▼
Stable Living Situation		N/A	N/A	80%	92%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	100%	N/A ▼

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 2 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	10	-20% ▼
Admits	5	9	-44% ▼
Discharges	4	5	-20% ▼
Service Hours	69	81	-15% ▼
Bed Days	649	605	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid MH/SU Diagnosis	100%	15%

Discharge Outcomes

(Data as of Mar 13, 2026)

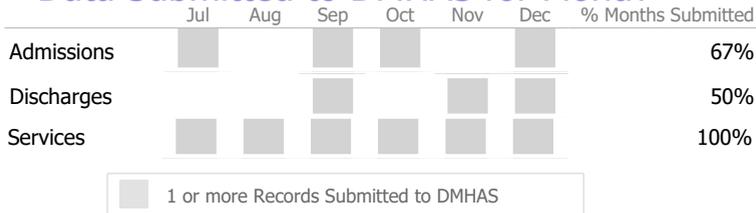
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	90%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	54%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	170 days	0.4	88%	90%	60%	-2%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS for Month



▲ > 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	138	102	35%	▲
Admits	26	14	86%	▲
Discharges	20	23	-13%	▼
Service Hours	2,039	1,776	15%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	91%
Periodic Submitted		
6 Month Updates	98%	90%
Diagnosis		
Valid MH/SU Diagnosis	96%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	54%	65%	58%	-11% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		139	100%	60%	82%	40% ▲
✓ Improved/Maintained Function Score		111	97%	65%	59%	32% ▲
✓ Stable Living Situation		112	81%	80%	90%	1%
● Employed		13	9%	20%	20%	-11% ▼
Self Help		0	0%	N/A	44%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		117	98%	90%	98%	8%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
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 32 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	-	-	
Discharges	2	-	
Service Hours	62	39	60% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Valid Primary Drug Data	48%	47%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	7%
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%	50%	58%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		10	100%	N/A	32%	N/A
✓ Improved/Maintained Function Score		10	100%	75%	28%	25% ▲
✓ Not Arrested		9	90%	75%	42%	15% ▲
✓ Stable Living Situation		10	100%	95%	42%	5%
● Employed		4	40%	50%	23%	-10%
● Abstinence/Reduced Drug Use		2	20%	55%	22%	-35% ▼
● Self Help		0	0%	60%	14%	-60% ▼

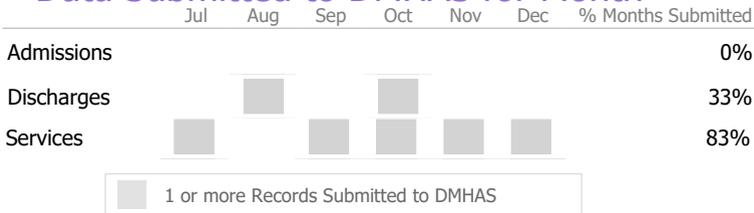
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	39%	-2%

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%	63%	N/A ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 100 Active Standard Outpatient Programs

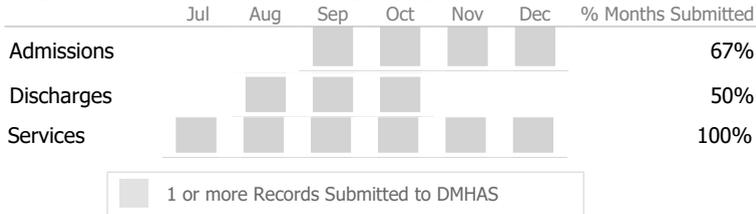
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	21	48% ▲
Admits	14	6	133% ▲
Discharges	3	3	0%
Service Hours	213	93	131% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		14	100%	50%	92%	50% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	12	25% ▲
Admits	1	4	-75% ▼
Discharges	2	1	100% ▲
Bed Days	2,502	1,689	48% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	86%
Periodic Submitted		
6 Month Updates	100%	92%
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		1	100%	60%	69%	40% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	71%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		15	100%	60%	85%	40% ▲
✓ Improved/Maintained Function Score		14	100%	95%	60%	5%
● Stable Living Situation		14	93%	95%	95%	-2%
● Employed		1	7%	25%	14%	-18% ▼
Self Help		0	0%	N/A	60%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		14	946 days	0.5	97%	90%	90%	7%



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					■		17%
Discharges			■			■	33%

■ 1 or more Records Submitted to DMHAS

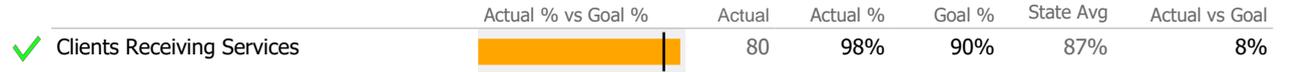


* State Avg based on 65 Active Supervised Apartments Programs

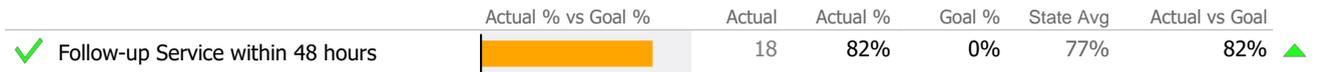
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	134	94	43% ▲
Admits	72	32	125% ▲
Discharges	52	36	44% ▲
Service Hours	312	330	-5%

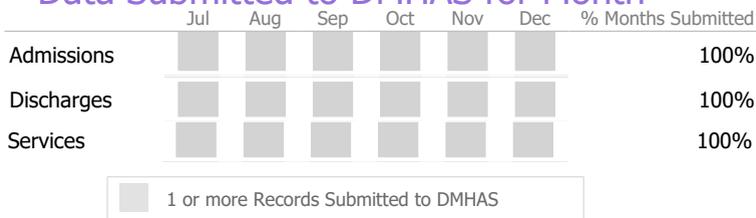
Service Utilization



Jail Diversion



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	30	0%
Admits	11	8	38% ▲
Discharges	2	9	-78% ▼
Service Hours	253	236	7%

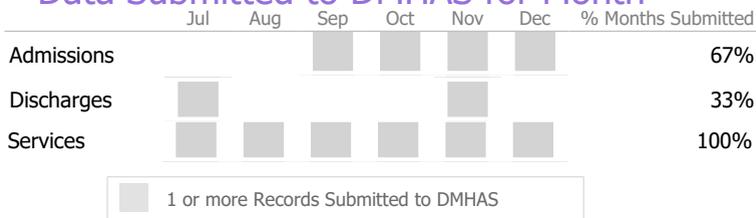
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		28	100%	90%	87%	10%

Jail Diversion

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

Data Submitted to DMHAS for Month



▲ > 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	109	61	79%	▲
Admits	40	12	233%	▲
Discharges	11	18	-39%	▼
Service Hours	685	578	19%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	90%
Periodic Submitted		
6 Month Updates	94%	97%
Diagnosis		
Valid MH/SU Diagnosis	95%	97%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		2	25%	50%	18%	-25% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		110	100%	60%	72%	40% ▲
✓ Improved/Maintained Function Score		75	97%	75%	61%	22% ▲
● Stable Living Situation		94	85%	95%	78%	-10%
● Employed		21	19%	30%	12%	-11% ▼
Self Help		1	1%	N/A	57%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		94	95%	90%	98%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		27	69%	75%	81%	-6%

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 3 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	18	122% ▲
Admits	22	-	
Discharges	3	2	50% ▲
Service Hours	183	185	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	91%
Valid Primary Drug Data	10%	47%
Periodic Submitted		
6 Month Updates	100%	7%
Diagnosis		
Valid MH/SU Diagnosis	93%	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%	50%	58%	-50% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		37	92%	N/A	32%	N/A
✓ Not Arrested		33	82%	75%	42%	7%
● Stable Living Situation		27	68%	95%	42%	-27% ▼
✓ Improved/Maintained Function Score		19	95%	75%	28%	20% ▲
● Abstinence/Reduced Drug Use		6	15%	55%	22%	-40% ▼
● Employed		0	0%	50%	23%	-50% ▼
● Self Help		1	2%	60%	14%	-58% ▼

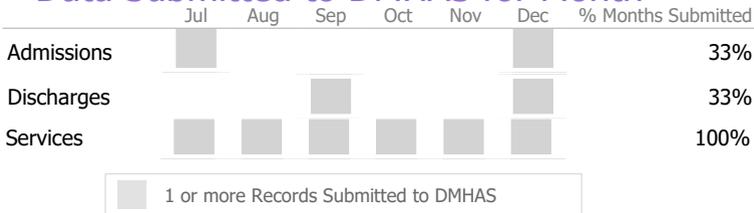
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		29	78%	90%	39%	-12% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		10	45%	75%	63%	-30% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

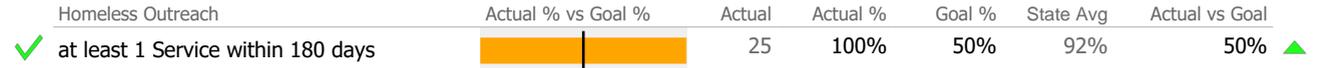
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 100 Active Standard Outpatient Programs

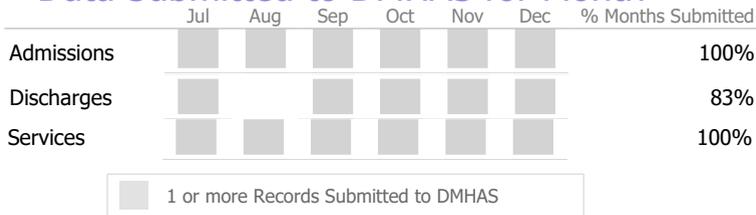
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	50	22% ▲
Admits	25	12	108% ▲
Discharges	16	16	0%
Service Hours	849	795	7%

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

Next Steps

Community Mental Health Affiliates

Mental Health - Case Management - Supportive Housing – Scattered Site

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	16	12	33%	▲
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	245	195	26%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		12	75%	85%	86%	-10%

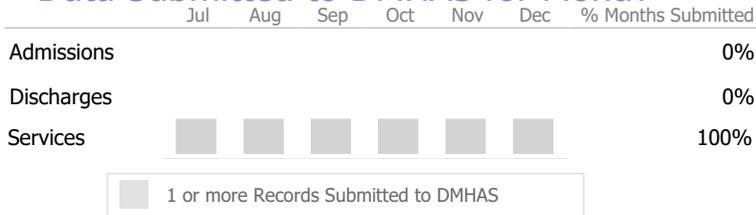
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	95%	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
Periodic Submitted	Actual	State Avg
6 Month Updates		94%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	139	149	-7%
Admits	41	57	-28% ▼
Discharges	18	49	-63% ▼
Service Hours	1,084	1,154	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	71%	89%
Periodic Submitted		
6 Month Updates	95%	51%
Diagnosis		
Valid MH/SU Diagnosis	96%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	33%	50%	49%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		145	99%	60%	57%	39% ▲
✓ Improved/Maintained Function Score		109	96%	75%	38%	21% ▲
● Stable Living Situation		129	88%	95%	72%	-7%
● Employed		22	15%	30%	31%	-15% ▼
Self Help		0	0%	N/A	22%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		122	95%	90%	82%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		31	78%	75%	75%	3%

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 76 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	18	11% ▲
Admits	3	2	50% ▲
Discharges	-	2	-100% ▼
Bed Days	3,426	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	93%
Periodic Submitted		
6 Month Updates	100%	87%
Diagnosis		
Valid MH/SU Diagnosis	95%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	56%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	74%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	60%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		17	100%	75%	54%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	2,209 days	0.5	93%	90%	84%	3%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							0%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 64 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

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 Specialing Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	36	0%
Admits	4	1	300% ▲
Discharges	-	3	-100% ▼
Service Hours	290	273	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
Valid Primary Drug Data	34%	73%
Periodic Submitted		
6 Month Updates	97%	78%
Diagnosis		
Valid MH/SU Diagnosis	97%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A

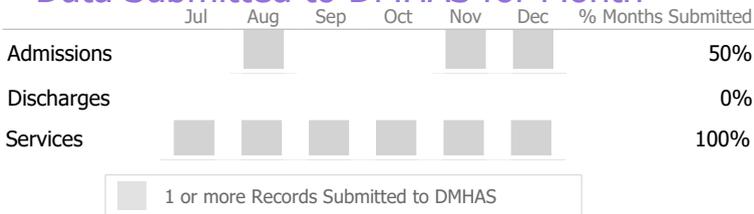
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		35	97%	N/A	79%	N/A
✓ Not Arrested		33	92%	75%	87%	17% ▲
✓ Improved/Maintained Function Score		27	84%	75%	31%	9%
● Stable Living Situation		31	86%	95%	84%	-9%
● Employed		5	14%	50%	42%	-36% ▼
● Abstinence/Reduced Drug Use		5	14%	55%	69%	-41% ▼
● Self Help		0	0%	60%	48%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	92%	90%	81%	2%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Buprenorphine Maintenance Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Valid Primary Drug Data	0%	89%
Periodic Submitted		
6 Month Updates	100%	29%
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		N/A	N/A	50%	0%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1	100%	N/A	37%	N/A
✓ Not Arrested		1	100%	75%	44%	25% ▲
✓ Stable Living Situation		1	100%	95%	44%	5%
● Employed		0	0%	50%	24%	-50% ▼
● Abstinence/Reduced Drug Use		0	0%	55%	24%	-55% ▼
● Self Help		0	0%	60%	32%	-60% ▼
● Improved/Maintained Function Score		0	0%	75%	6%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	30%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	2	-50% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	1		

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	60%	93%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	66%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	73%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1	100%	60%	67%	40% ▲
✓ Stable Living Situation		1	100%	80%	71%	20% ▲
● Employed		0	0%	20%	11%	-20% ▼
Self Help		0	0%	N/A	30%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		1	100%	90%	76%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 29 Active Standard Case Management Programs

Supportive Housing Scattered Sites

Community Mental Health Affiliates

Mental Health - Case Management - Supportive Housing – Scattered Site

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	65	67	-3%
Admits	2	1	100% ▲
Discharges	4	1	300% ▲
Service Hours	987	1,090	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		50	76%	85%	86%	-9%

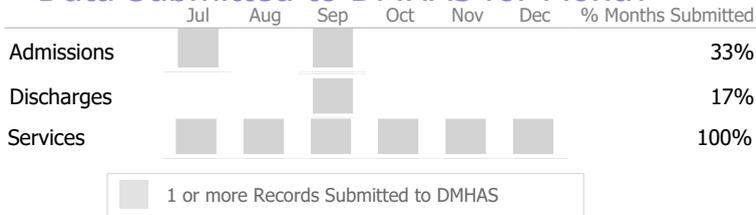
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		62	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
Periodic Submitted	Actual	State Avg
6 Month Updates		82%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	199	155	28% ▲
Admits	37	33	12% ▲
Discharges	13	23	-43% ▼
Service Hours	1,751	1,827	-4%
Social Rehab/PHP/IOP Days	1,425	1,512	-6%

Service Utilization



Data Submitted to DMHAS for Month



■ 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	16	19	-16% ▼
Admits	1	3	-67% ▼
Discharges	1	4	-75% ▼
Bed Days	2,760	2,773	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	93%
Periodic Submitted		
6 Month Updates	100%	87%
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	100%	75%	56%	25% ▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	74%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	60%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		15	100%	75%	54%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	1,446 days	0.5	100%	90%	84%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					■		17%
Discharges					■		17%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 64 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	3	4	-25% ▼
Discharges	5	5	0%
Bed Days	1,268	1,129	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	86%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	92%
Diagnosis	Actual	State Avg
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		1	100%	60%	69%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	71%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	100%	60%	85%	40% ▲
✓ Employed		3	27%	25%	14%	2%
● Stable Living Situation		8	73%	95%	95%	-22% ▼
● Improved/Maintained Function Score		7	88%	95%	60%	-7%
Self Help		0	0%	N/A	60%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	312 days	0.5	86%	90%	90%	-4%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					■		17%
Discharges		■	■	■	■		67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33		
Admits	33	-	
Discharges	2	-	
Service Hours	169	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	89%
Periodic Submitted		
6 Month Updates	N/A	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	100%	50%	49%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		33	100%	60%	57%	40% ▲
✓ Employed		11	33%	30%	31%	3%
● Stable Living Situation		29	88%	95%	72%	-7%
Self Help		3	9%	N/A	22%	N/A
✓ Improved/Maintained Function Score		2	100%	75%	38%	25% ▲

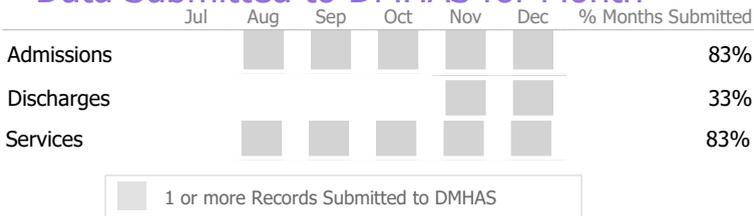
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	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		27	82%	75%	75%	7%

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