

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,590	1,437	11%	▲
	Admits	289	239	21%	▲
	Discharges	192	230	-17%	▼
	Service Hours	1,815	1,525	19%	▲
	Bed Days	174	78	123%	▲

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

### Consumer Satisfaction Survey

(Based on 115 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		89%	80%	93%
✓ Participation in Treatment		88%	80%	92%
✓ Overall		87%	80%	91%
✓ General Satisfaction		85%	80%	92%
✓ Outcome		85%	80%	83%
✓ Respect		85%	80%	91%
✓ Access		83%	80%	88%

■ Satisfied %    | Goal %     0-80%     80-100%    ✓ Goal Met    ● Under Goal

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	1,422	87.6%
	Case Management	126	7.8%
<b>Mental Health</b>	Case Management	51	3.1%
	Outpatient	24	1.5%
<b>Forensic MH</b>	Crisis Services	1	0.1%

### Client Demographics

Age	#	%	State Avg
18-25	56	4%	8%
26-34	346	22%	18%
35-44	508	32%	25%
45-54	337	21%	19%
55-64	231	14%	19%
65+	116	7%	12%

Gender	#	%	State Avg
Male	1,292	81%	▲ 59%
Female	303	19%	▼ 40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	789	49%	▼ 64%
Unknown	280	18%	13%
Hisp-Puerto Rican	266	17%	10%
Hispanic-Other	250	16%	12%
Hispanic-Mexican	6	0%	1%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
Black/African American	464	29%	▲ 18%
Other	419	26%	▲ 12%
Unknown	381	24%	▲ 8%
White/Caucasian	281	18%	▼ 59%
Asian	29	2%	1%
Multiple Races	11	1%	1%
Am. Indian/Native Alaskan	7	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	21	14% ▲
Admits	1	1	0%
Discharges	1	3	-67% ▼
Service Hours	54	40	35% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Periodic Submitted		
6 Month Updates	77%	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		0	0%	50%	49%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		19	79%	60%	57%	19% ▲
● Employed		5	21%	30%	31%	-9%
● Stable Living Situation		20	83%	95%	72%	-12% ▼
Self Help		0	0%	N/A	22%	N/A
● Improved/Maintained Function Score		1	4%	75%	38%	-71% ▼

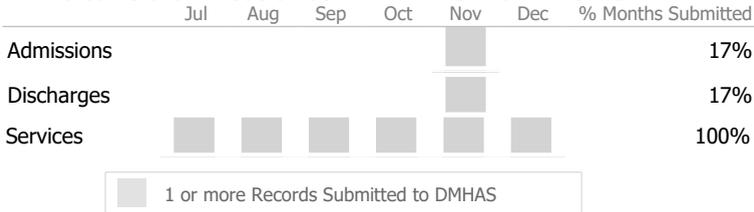
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		18	78%	90%	82%	-12% ▼

### Service Engagement

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	3	-67% ▼
Admits	1	2	-50% ▼
Discharges	-	3	-100% ▼
Service Hours	-	-	
Bed Days	174	78	123% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid MH/SU Diagnosis	100%	65%

### 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		N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	35%	N/A

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		1	173 days	0.5	95%	90%	71%	5%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 8 Active Respite Bed Programs

## Next Steps - Pilots

Community Renewal Team (CRT)

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	8	8	0%
Admits	-	-	
Discharges	-	-	
Service Hours	79	266	-70% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	86%	15% ▲

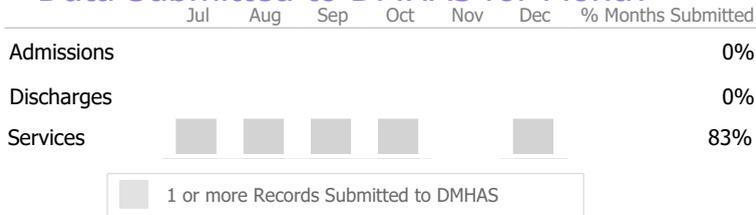
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	63%	90%	95%	-28% ▼

### 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	111	108	3%
Admits	61	69	-12% ▼
Discharges	72	80	-10%
Service Hours	361	538	-33% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	45%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		40	56%	50%	67%	6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		58	51%	20%	37%	31% ▲
Social Support		102	89%	N/A	91%	N/A
✓ Self Help		84	74%	60%	82%	14% ▲
✓ Stable Living Situation		103	90%	80%	73%	10%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		47	100%	90%	97%	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 8 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	16	50% ▲
Admits	16	5	220% ▲
Discharges	13	14	-7%
Service Hours	62	40	56% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted	Actual	State Avg
6 Month Updates	0%	45%

### Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	85%	50%	67%	35% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		20	83%	60%	82%	23% ▲
Social Support		20	83%	N/A	91%	N/A
● Employed		4	17%	20%	37%	-3%
● Stable Living Situation		11	46%	80%	73%	-34% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	91%	90%	97%	1%

### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 8 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	21	105% ▲
Admits	8	11	-27% ▼
Discharges	4	-	
Service Hours	559	324	73% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		26	60%	85%	86%	-25% ▼

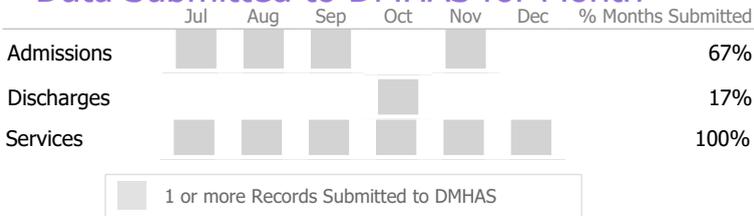
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		38	97%	90%	95%	7%

### Data Submission Quality

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

### Data Submitted to DMHAS for Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,419	1,316	8%
Admits	202	151	34% ▲
Discharges	102	130	-22% ▼
Service Hours	701	318	121% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
Valid Primary Drug Data	83%	47%
<b>Periodic Submitted</b>		
6 Month Updates	1%	7%
<b>Diagnosis</b>		
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		28	31%	50%	58%	-19% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		336	24%	N/A	32%	N/A
● Employed		174	12%	50%	23%	-38% ▼
● Abstinence/Reduced Drug Use		193	14%	55%	22%	-41% ▼
● Not Arrested		402	28%	75%	42%	-47% ▼
● Self Help		16	1%	60%	14%	-59% ▼
● Improved/Maintained Function Score		82	6%	75%	28%	-69% ▼
● Stable Living Situation		337	24%	95%	42%	-71% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		160	12%	90%	39%	-78% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		42	21%	75%	63%	-54% ▼

### 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 100 Active Standard Outpatient Programs