Cross Street Training and Academic Center
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -December 2025   (Data as of Mar 13, 2026)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	72	135	-47%	▼
	Admits	18	28	-36%	▼
	Discharges				
	Service Hours	139	215	-35%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Case Management	73	100.0%

Client Demographics

Age

Age		#	%		State Avg
18-25		1	1%		8%
26-34		8	11%		18%
35-44		8	11%	▼	25%
45-54		21	29%		19%
55-64		28	38%	▲	19%
65+		7	10%		12%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	55	75%	▲	64%
Unknown	9	12%		13%
Hisp-Puerto Rican	5	7%		10%
Hispanic-Other	4	5%		12%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Gender

Gender	#	%	State Avg
Male	46	63%	59%
Female	27	37%	40%
Transgender/Other			0%

Race

Race	#	%		State Avg
White/Caucasian	34	47%	▼	59%
Black/African American	28	38%	▲	18%
Unknown	11	15%		8%
Am. Indian/Native Alaskan				1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Other			▼	12%

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

Survey Data Not Available

SOR - HCWH
Cross Street Training and Academic Center
Addiction - Case Management - Outreach & Engagement

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	72	135	-47%	▼
Admits	18	28	-36%	▼
Discharges	-	-		
Service Hours	139	215	-35%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		17	94%	50%	84%	44%	▲
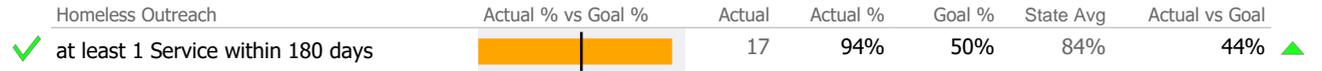
Data Submitted to DMHAS for Month

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

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs