Hands on Hartford
Hartford, 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	41	41	0%
	Admits	2	4	-50% ▼
	Discharges	3	3	0%
	Service Hours	291	263	11% ▲
	Bed Days	736	736	0%

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

Consumer Satisfaction Survey (Based on 29 FY25 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		100%	80%	92%
✓	Overall		97%	80%	91%
✓	Access		96%	80%	88%
✓	Quality and Appropriateness		93%	80%	93%
✓	Participation in Treatment		93%	80%	92%
✓	Respect		89%	80%	91%
✓	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			
	Case Management	37	90.2%
	Residential Services	4	9.8%

Client Demographics

Age	#	%		State Avg
18-25				8%
26-34	1	2%	▼	18%
35-44	7	17%		25%
45-54	9	22%		19%
55-64	20	49%	▲	19%
65+	4	10%		12%

Gender	#	%	State Avg
Male	23	56%	59%
Female	18	44%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	29	71%	64%
Hisp-Puerto Rican	7	17%	10%
Hispanic-Other	5	12%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown		▼	13%

Race	#	%		State Avg
White/Caucasian	17	41%	▼	59%
Black/African American	16	39%	▲	18%
Other	5	12%		12%
Unknown	2	5%		8%
Multiple Races	1	2%		1%
Am. Indian/Native Alaskan				1%
Asian				1%
Hawaiian/Other Pacific Islander				0%

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

2022 PSH
Hands on Hartford
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	23	21	10%	
Admits	2	2	0%	
Discharges	2	1	100%	▲
Service Hours	164	160	3%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		23	100%	85%	86%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		21	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%

Periodic Submitted	Actual	State Avg
6 Month Updates	100%	82%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■				■		33%
Discharges		■				■	33%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

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

Next Step
Hands on Hartford
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	5	6	-17%	▼
Admits	-	1	-100%	▼
Discharges	1	1	0%	
Service Hours	54	39	38%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		5	100%	85%	86%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		4	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%

Periodic Submitted	Actual	State Avg
6 Month Updates	100%	82%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

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

Peter's Retreat 605241
Hands on Hartford
Mental Health - Residential Services - Supervised Apartments

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	4	4	0%
Admits	-	-	
Discharges	-	-	
Bed Days	736	736	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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		N/A	N/A	60%	69%	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%	71%	N/A

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		4	100%	60%	85%	40%	▲
✓	Improved/Maintained Function Score		4	100%	95%	60%	5%	
✓	Stable Living Situation		4	100%	95%	95%	5%	
●	Employed		0	0%	25%	14%	-25%	▼
	Self Help		1	25%	N/A	60%	N/A	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		4	5,977 days	0.5	100%	90%	90%	10%

< 90% | 90-110% | >110%

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 65 Active Supervised Apartments Programs

Social Innovation Fund
Hands on Hartford
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	9	10	-10%	
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	73	64	14%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%

Periodic Submitted	Actual	State Avg
6 Month Updates	100%	82%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		9	100%	85%	86%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		9	100%	90%	95%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

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