

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	202	212	-5%
	Admits	50	40	25% ▲
	Discharges	22	48	-54% ▼
	Service Hours	856	1,513	-43% ▼
	Bed Days	2,723	2,567	6%

▲ > 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
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		97%	80%	91%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		96%	80%	93%
✓ Respect		96%	80%	91%
✓ Outcome		88%	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	Employment Services	116	56.3%
	Case Management	69	33.5%
	Residential Services	17	8.3%
	Recovery Support	4	1.9%

Age	#	%	State Avg
18-25	34	17%	8%
26-34	30	15%	18%
35-44	43	21%	25%
45-54	44	22%	19%
55-64	39	19%	19%
65+	13	6%	12%

Gender	#	%	State Avg
Male	122	60%	59%
Female	67	33%	40%
Transgender/Other	14	7%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	166	82%	▲ 64%
Hisp-Puerto Rican	19	9%	10%
Hispanic-Other	15	7%	12%
Unknown	2	1%	▼ 13%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
Black/African American	104	51%	▲ 18%
White/Caucasian	56	28%	▼ 59%
Other	34	17%	12%
Asian	4	2%	1%
Am. Indian/Native Alaskan	2	1%	1%
Multiple Races	2	1%	1%
Unknown	1	0%	8%
Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	14	-14% ▼
Admits	2	4	-50% ▼
Discharges	2	3	-33% ▼
Bed Days	1,803	1,635	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
Periodic Submitted		
6 Month Updates	75%	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		2	100%	60%	69%	40% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	71%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	92%	60%	85%	32% ▲
Self Help		9	75%	N/A	60%	N/A
✓ Stable Living Situation		12	100%	95%	95%	5%
● Employed		1	8%	25%	14%	-17% ▼
● Improved/Maintained Function Score		1	10%	95%	60%	-85% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		10	749 days	0.5	98%	90%	90%	8%



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					■	■	33%
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	5	8	-38% ▼
Admits	-	3	-100% ▼
Discharges	-	5	-100% ▼
Bed Days	920	932	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
Periodic Submitted	Actual	State Avg
6 Month Updates	60%	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
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
✓ Employed		2	40%	25%	14%	15% ▲
✓ Stable Living Situation		5	100%	95%	95%	5%
✓ Social Support		3	60%	60%	85%	0%
Self Help		1	20%	N/A	60%	N/A
● Improved/Maintained Function Score		0	0%	95%	60%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	480 days	0.5	100%	90%	90%	10%



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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	24	0%
Admits	6	4	50% ▲
Discharges	8	5	60% ▲
Service Hours	82	102	-20% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Employed		6	24%	35%	43%	-11% ▼

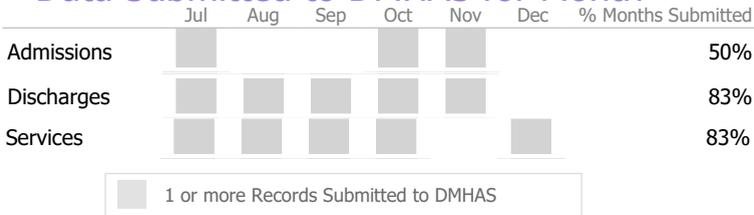
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		15	88%	90%	93%	-2%

Data Submission Quality

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

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 35 Active Employment Services Programs

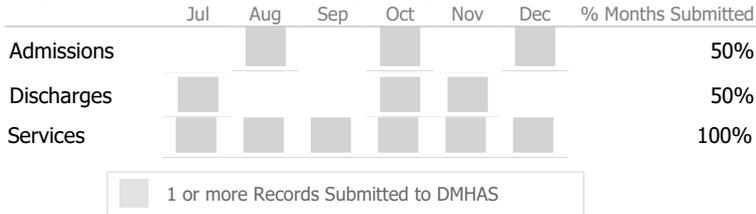
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	66	5%
Admits	7	15	-53% ▼
Discharges	6	2	200% ▲
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		7	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

Work Services - New Haven

Marrakech Day Services

Mental Health - Employment Services - Employment Services

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	94	81	16% ▲
Admits	33	9	267% ▲
Discharges	6	26	-77% ▼
Service Hours	463	451	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		36	38%	35%	43%	3%

Service Utilization

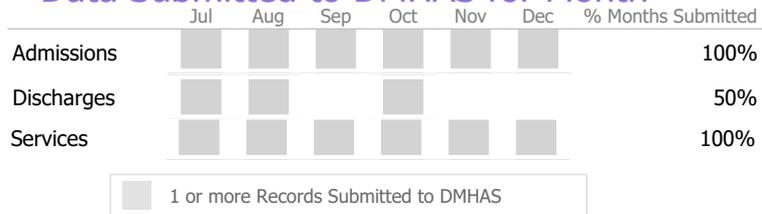
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		79	90%	90%	93%	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%

Periodic Submitted	Actual	State Avg
6 Month Updates		92%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active Employment Services Programs