

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	638	716	-11%	▼
	Admits	229	218	5%	
	Discharges	181	232	-22%	▼
	Service Hours	10,847	9,359	16%	▲
	Bed Days	13,851	13,899	0%	
	S.Rehab/PHP/IOP	4,302	3,902	10%	

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

Consumer Satisfaction Survey

(Based on 105 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		93%	80%	91%
✓ Respect		92%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		89%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Access		86%	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	Community Support	228	25.9%
	Social Rehabilitation	213	24.2%
	Case Management	210	23.9%
	Residential Services	95	10.8%
	Recovery Support	49	5.6%
	Education Support	29	3.3%
	Addiction	Case Management	53
Forensic MH	Case Management	3	0.3%

Client Demographics

Age	#	%	State Avg
18-25	20	3%	8%
26-34	70	11%	18%
35-44	141	22%	25%
45-54	132	21%	19%
55-64	188	29%	19%
65+	87	14%	12%

Gender	#	%	State Avg
Male	383	60%	59%
Female	254	40%	40%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	479	75%	▲ 64%
Hispanic-Other	65	10%	12%
Unknown	51	8%	13%
Hisp-Puerto Rican	41	6%	10%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	460	72%	▲ 59%
Black/African American	85	13%	18%
Multiple Races	38	6%	1%
Other	22	3%	12%
Unknown	20	3%	8%
Am. Indian/Native Alaskan	9	1%	1%
Asian	4	1%	1%
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	8	9	-11% ▼
Admits	1	2	-50% ▼
Discharges	2	2	0%
Bed Days	1,272	1,239	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	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		0	0%	60%	69%	-60% ▼
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
Self Help		7	88%	N/A	60%	N/A
✓ Social Support		6	75%	60%	85%	15% ▲
✓ Stable Living Situation		8	100%	95%	95%	5%
Improvised/Maintained Function Score		7	88%	95%	60%	-7%
Employed		0	0%	25%	14%	-25% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		7	1,202 days	0.5	99%	90%	90%	9%

■ < 90%
 ■ 90-110%
 ■ > 110%

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

▲ > 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	12	11	9%
Admits	2	2	0%
Discharges	3	2	50% ▲
Bed Days	1,631	1,726	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	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	33%	60%	69%	-27% ▼
✓ 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		8	67%	60%	85%	7%
● Stable Living Situation		11	92%	95%	95%	-3%
✓ Improved/Maintained Function Score		10	100%	95%	60%	5%
● Employed		0	0%	25%	14%	-25% ▼
Self Help		4	33%	N/A	60%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	2,218 days	0.5	89%	90%	90%	-1%

■ < 90%
 ■ 90-110%
 ■ >110%

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

▲ > 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	21	22	-5%
Admits	-	3	-100% ▼
Discharges	-	4	-100% ▼
Bed Days	3,864	3,518	10%

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
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		18	86%	60%	85%	26% ▲
✓ Stable Living Situation		21	100%	95%	95%	5%
● Employed		3	14%	25%	14%	-11% ▼
● Improved/Maintained Function Score		16	76%	95%	60%	-19% ▼
Self Help		1	5%	N/A	60%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		21	1,212 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	228	218	5%
Admits	42	27	56% ▲
Discharges	31	41	-24% ▼
Service Hours	2,838	2,025	40% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	90%
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		18	58%	65%	58%	-7%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		201	87%	60%	82%	27% ▲
✓ Stable Living Situation		212	92%	80%	90%	12% ▲
● Employed		42	18%	20%	20%	-2%
● Improved/Maintained Function Score		114	60%	65%	59%	-5%
Self Help		53	23%	N/A	44%	N/A

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		199	100%	90%	98%	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 32 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	-	3	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	127	140	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	86%	4%

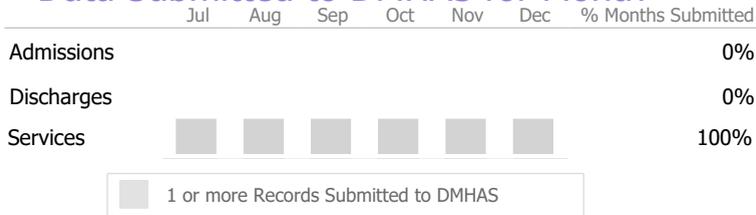
Service Utilization

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	96%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	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	8	6	33% ▲
Admits	3	1	200% ▲
Discharges	2	-	
Bed Days	991	1,096	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	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		0	0%	75%	56%	-75% ▼
● No Re-admit within 30 Days of Discharge		1	50%	85%	74%	-35% ▼
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		5	83%	75%	54%	8%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	1,268 days	0.5	90%	90%	84%	0%		

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■			■	■		50%
Discharges	■			■			33%

■ 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	6		
Admits	6	-	
Discharges	-	-	
Service Hours	4	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	60%	93%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	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
Employed		0	0%	20%	11%	-20% ▼
Self Help		0	0%	N/A	30%	N/A
Social Support		0	0%	60%	67%	-60% ▼
Stable Living Situation		0	0%	80%	71%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	67%	90%	76%	-23% ▼

Data Submitted to DMHAS for Month

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

Homeless to Housing Services

Reliance Health Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2025 - December 2025

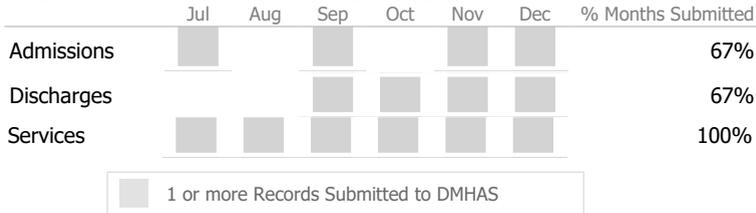
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	44	-2%
Admits	14	18	-22% ▼
Discharges	6	5	20% ▲
Service Hours	145	148	-2%

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	13	11	18% ▲
Admits	3	1	200% ▲
Discharges	3	1	200% ▲
Service Hours	76	73	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	69%	85%	86%	-16% ▼

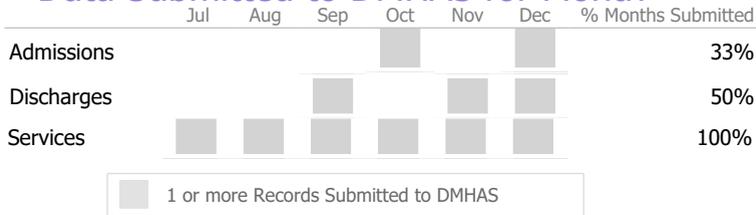
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	90%	90%	95%	0%

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

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	6	4	50% ▲
Admits	2	-	
Discharges	-	1	-100% ▼
Service Hours	973	1,086	-10%
Bed Days	924	636	45% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	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		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
✓ Social Support		6	100%	60%	85%	40% ▲
Self Help		4	67%	N/A	60%	N/A
✓ Stable Living Situation		6	100%	95%	95%	5%
● Employed		1	17%	25%	14%	-8%
✓ Improved/Maintained Function Score		4	100%	95%	60%	5%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate				6	658 days	0.5	84%	90%	90%	-6%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			■	■			33%
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 65 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	▲
Admits	1	3	-67%	▼
Discharges	4	2	100%	▲
Bed Days	850	752	13%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	87%
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		1	25%	75%	56%	-50% ▼
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	74%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	60%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		6	86%	75%	54%	11% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	296 days	0.5	77%	90%	84%	-13% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				■			17%
Discharges		■		■	■		50%

■ 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	6	5	20% ▲
Admits	2	-	
Discharges	1	1	0%
Bed Days	792	918	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	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		1	100%	90%	71%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	83%	60%	85%	23% ▲
✓ Stable Living Situation		6	100%	95%	95%	5%
● Employed		1	17%	25%	14%	-8%
● Self Help		3	50%	N/A	60%	N/A
● Improved/Maintained Function Score		3	75%	95%	60%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	847 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			■			■	33%
Discharges			■				17%

■ 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	21	20	5%
Admits	1	2	-50% ▼
Discharges	1	-	
Service Hours	205	247	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		20	95%	85%	90%	10%

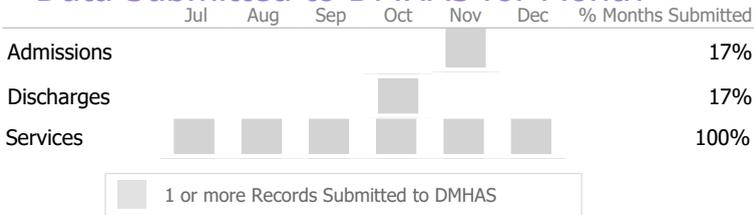
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
Periodic Submitted	Actual	State Avg
6 Month Updates		83%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

Next Step Support

Reliance Health Inc.

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	33	34	-3%
Admits	1	2	-50% ▼
Discharges	2	3	-33% ▼
Service Hours	463	476	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		28	85%	85%	86%	0%

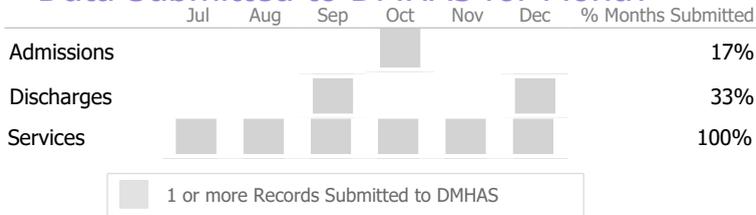
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	96%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	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

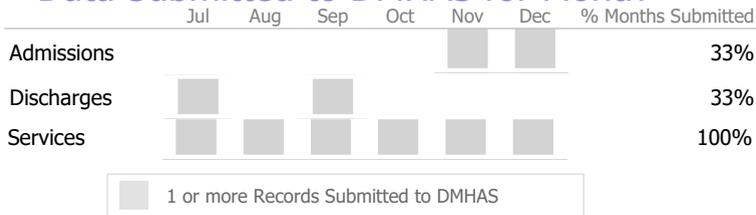
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	18	0%
Admits	10	6	67% ▲
Discharges	3	13	-77% ▼
Service Hours	117	18	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		10	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	73	114	-36% ▼
Admits	16	18	-11% ▼
Discharges	27	4	575% ▲
Service Hours	724	687	5%
Social Rehab/PHP/IOP Days	585	506	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	96%	90%	82%	6%

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 34 Active Social Rehabilitation Programs

Pilot Supportive Housing

Reliance Health Inc.

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	15	15	0%
Admits	1	1	0%
Discharges	3	2	50% ▲
Service Hours	141	142	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	86%	8%

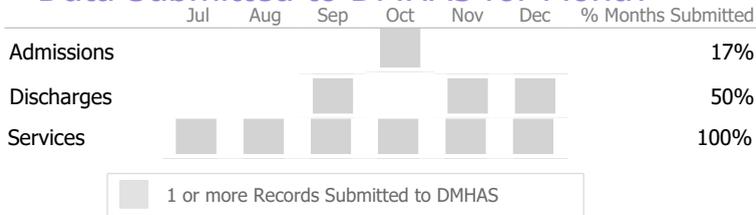
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	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

Actual | Goal ✓ Goal Met ● Below Goal

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

Pilots Development

Reliance Health Inc.

Mental Health - Case Management - Supportive Housing – Development

Reporting Period: July 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	35	58	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		4	100%	85%	90%	15% ▲

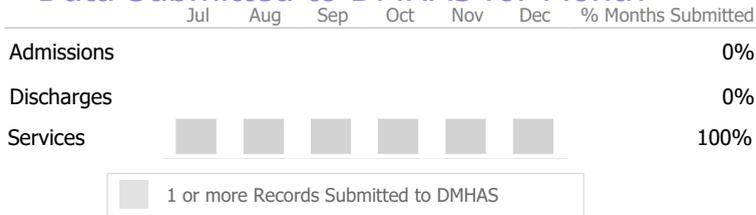
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
Periodic Submitted	Actual	State Avg
6 Month Updates		83%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 68 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	2	50% ▲
Admits	-	1	-100% ▼
Discharges	2	-	
Service Hours	75	36	107% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Periodic Submitted	Actual	State Avg
6 Month Updates	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	50%	50%	58%	0%

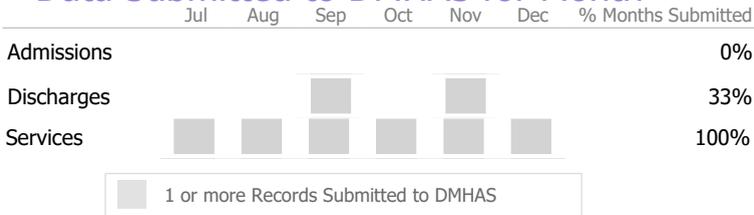
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	100%	60%	92%	40% ▲
✓ Stable Living Situation		3	100%	80%	92%	20% ▲
Self Help		2	67%	N/A	96%	N/A
● Employed		0	0%	20%	27%	-20% ▼

Service Utilization

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

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Standard Case Management Programs

Respite Apartment

Reliance Health Inc.

Mental Health - Residential Services - Transitional

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	6	5	20% ▲
Discharges	6	4	50% ▲
Service Hours	7	11	-34% ▼
Bed Days	540	698	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	90%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	17%	95%	77%	-78% ▼
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	74%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	93%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
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Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	33%	90%	90%	-57% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	83 days	0.3	73%	90%	83%	-17% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	83%
Discharges	■	■	■	■	■	■	67%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Transitional Programs

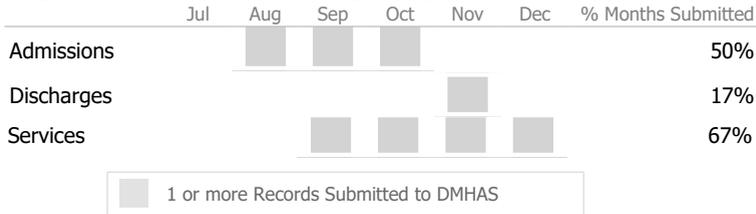
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	24	-29% ▼
Admits	5	8	-38% ▼
Discharges	1	-	
Service Hours	12	49	-76% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		5	100%	50%	92%	50% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

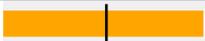
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs

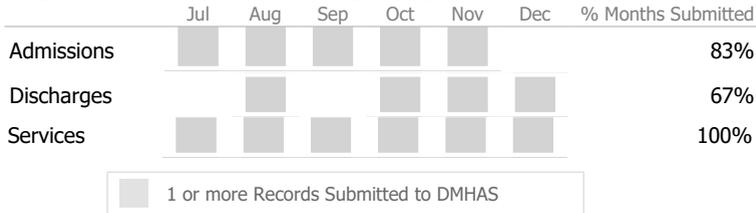
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	117	-55% ▼
Admits	30	6	400% ▲
Discharges	17	6	183% ▲
Service Hours	513	582	-12% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		28	97%	50%	84%	47% ▲

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

Supportive Education

Reliance Health Inc.

Mental Health - Education Support - Education Support

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	29	28	4%
Admits	7	5	40% ▲
Discharges	5	3	67% ▲
Service Hours	450	279	61% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Enrolled in Educational Program		23	79%	35%	77%	44% ▲

Service Utilization

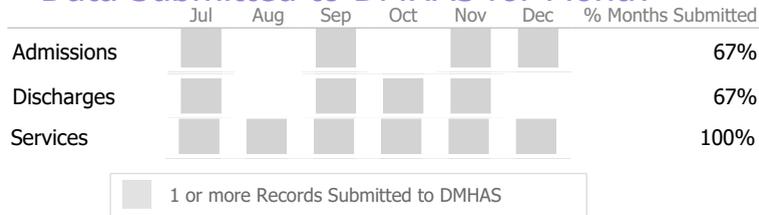
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	100%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

Periodic Submitted	Actual	State Avg
6 Month Updates		99%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 5 Active Education Support Programs

Teamworks

Reliance Health Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

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	181	247	-27% ▼
Admits	35	25	40% ▲
Discharges	23	85	-73% ▼
Service Hours	3,828	3,093	24% ▲
Social Rehab/PHP/IOP Days	3,717	3,396	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		158	100%	90%	82%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges		■		■	■	■	67%
Services	■	■	■	■	■	■	100%

■ 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	6	7	-14% ▼
Discharges	4	6	-33% ▼
Bed Days	2,195	2,297	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	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		0	0%	60%	69%	-60% ▼
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
Self Help		15	94%	N/A	60%	N/A
Social Support		13	81%	60%	85%	21% ▲
Employed		1	6%	25%	14%	-19% ▼
Stable Living Situation		12	75%	95%	95%	-20% ▼
Improved/Maintained Function Score		4	31%	95%	60%	-64% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	240 days	0.5	85%	90%	90%	-5%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■		83%
Discharges			■	■	■		50%

■ 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

Transportation

Reliance Health Inc.

Mental Health - Recovery Support - Transportation

Connecticut Dept of Mental Health and Addiction Services

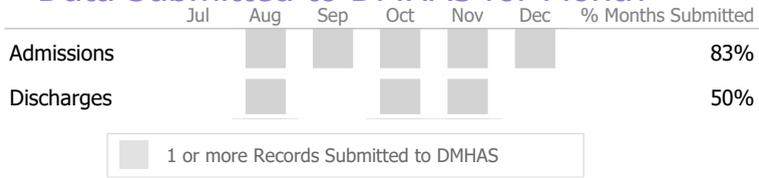
Program Quality Dashboard

Reporting Period: July 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	53	-8%
Admits	19	13	46% ▲
Discharges	9	22	-59% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

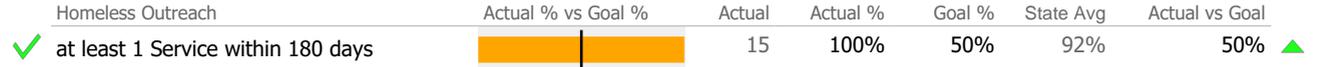
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Transportation Programs

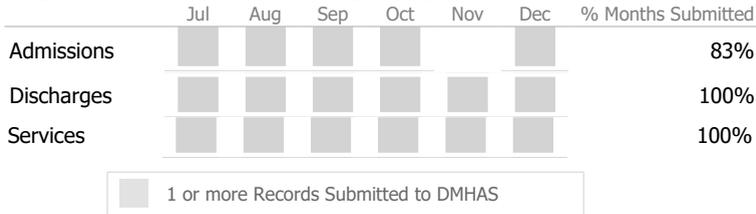
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	57	-28% ▼
Admits	15	58	-74% ▼
Discharges	23	21	10%
Service Hours	114	151	-25% ▼

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	5	20% ▲
Admits	1	1	0%
Discharges	3	1	200% ▲
Bed Days	792	836	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	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		2	67%	75%	56%	-8%
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	74%	15% ▲
● Follow-up within 30 Days of Discharge		1	50%	90%	60%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		4	80%	75%	54%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	577 days	0.5	86%	90%	84%	-4%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					■		17%
Discharges				■	■	■	50%

■ 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