Southeastern Mental Health Authority
Norwich, 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	1,104	1,207	-9%
	Admits	802	748	7%
	Discharges	789	883	-11% ▼
	Service Hours	12,832	12,698	1%
	Bed Days	2,116	2,376	-11% ▼

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

Consumer Satisfaction Survey   (Based on 209 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Respect		94%	80%	91%
✔ Overall		92%	80%	91%
✔ Quality and Appropriateness		92%	80%	93%
✔ Participation in Treatment		91%	80%	92%
✔ Access		90%	80%	88%
✔ General Satisfaction		87%	80%	92%
✔ 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			
	Outpatient	335	23.3%
	Crisis Services	275	19.2%
	Community Support	235	16.4%
	ACT	100	7.0%
	Intake	76	5.3%
	ICS	63	4.4%
	Residential Services	31	2.2%
	Other	1	0.1%
Forensic MH			
	Forensics Community-based	319	22.2%

Client Demographics

Age

Age	#	%	State Avg
18-25	144	13%	8%
26-34	231	21%	18%
35-44	251	23%	25%
45-54	164	15%	19%
55-64	188	17%	19%
65+	124	11%	12%

Gender

Gender	#	%	State Avg
Male	692	63%	59%
Female	401	36%	40%
Transgender/Other	12	1%	0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	789	71%	64%
Unknown	185	17%	13%
Hispanic-Other	73	7%	12%
Hisp-Puerto Rican	53	5%	10%
Hispanic-Mexican	3	0%	1%
Hispanic-Cuban	2	0%	0%

Race

Race	#	%	State Avg
White/Caucasian	673	66%	59%
Black/African American	159	15%	18%
Other	66	6%	12%
Unknown	58	6%	8%
Multiple Races	47	5%	1%
Asian	13	1%	1%
Am. Indian/Native Alaskan	10	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

ACCESS
Southeastern Mental Health Authority
Mental Health - ACT - Assertive Community Treatment

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	100	100	0%
Admits	21	18	17% ▲
Discharges	18	19	-5%
Service Hours	2,799	3,029	-8%

Discharge Outcomes

(Data as of Mar 13, 2026)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		11	61%	65%	54%	-4%
✓	No Re-admit within 30 Days of Discharge		17	94%	85%	94%	9%
🔴	Follow-up within 30 Days of Discharge		8	73%	90%	59%	-17% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	94%

Periodic Submitted		Actual	State Avg
6 Month Updates		100%	94%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	99%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Self Help		100	100%	N/A	68%	N/A
✓	Stable Living Situation		83	83%	60%	87%	23% ▲
✓	Social Support		68	68%	60%	71%	8%
🔴	Employed		10	10%	15%	10%	-5%
🔴	Improved/Maintained Function Score		34	42%	85%	49%	-43% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		81	99%	90%	99%	9%

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 11 Active Assertive Community Treatment Programs

CIT-401 W.Thames St
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

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	59	25	136%	▲
Admits	62	23	170%	▲
Discharges	62	23	170%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Evaluation within 1.5 hours of Request		56	92%	90%	72%	2%	
✓ Community Location Evaluation		61	100%	80%	73%	20%	▲
🔴 Follow-up Service within 48 hours		0	0%	90%	90%	-90%	▼
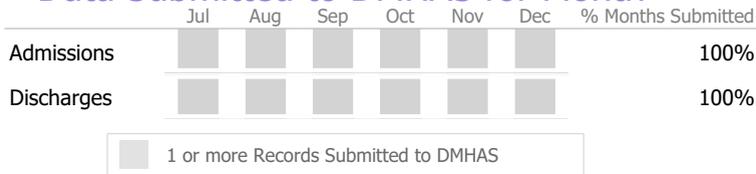
▲ > 10% Over	▼ < 10% Under

▮ Actual	❙ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS for Month

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

▢ 1 or more Records Submitted to DMHAS

CORP Post-Release
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Re-entry Programs

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 0 Active Re-entry Programs Programs

Medication Management
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

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	125	94	33%	▲
Admits	19	9	111%	▲
Discharges	14	20	-30%	▼
Service Hours	727	780	-7%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		98%	89%

Periodic Submitted	Actual % vs Goal %	Actual	State Avg
6 Month Updates		99%	51%

Diagnosis	Actual % vs Goal %	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		9	64%	50%	49%	14%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		124	99%	N/A	22%	N/A	
✓ Social Support		102	82%	60%	57%	22%	▲
✓ Stable Living Situation		120	96%	95%	72%	1%	
🔴 Employed		17	14%	30%	31%	-16%	▼
🔴 Improved/Maintained Function Score		10	9%	75%	38%	-66%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		111	100%	90%	82%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		10	53%	75%	75%	-22%	▼

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 76 Active Standard Outpatient Programs

SMHA Crisis
Southeastern Mental Health Authority
Mental Health - Crisis Services - Mobile Crisis Team

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	226	237	-5%
Admits	293	307	-5%
Discharges	292	309	-6%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		243	84%	90%	72%	-6%
✓ Community Location Evaluation		274	94%	80%	73%	14% ▲
● Follow-up Service within 48 hours		3	33%	90%	90%	-57% ▼

▲ > 10% Over	▼ < 10% Under

▮ Actual	❙ Goal	✓ Goal Met	● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

SMHA Forensics
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - 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	16	18	-11%	▼
Admits	-	2	-100%	▼
Discharges	-	5	-100%	▼

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 1 Active Outreach & Engagement Programs

SMHA Jail Diversion
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

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	292	427	-32%	▼
Admits	227	178	28%	▲
Discharges	214	342	-37%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		59	97%	0%	77%	97%	▲

Data Submitted to DMHAS for Month

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

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▏ Goal	✓ Goal Met	● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

SMHA Sub-Acute BCP
Southeastern Mental Health Authority
Mental Health - Residential Services - Sub-Acute

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	31	31	0%	
Admits	19	22	-14%	▼
Discharges	20	22	-9%	
Bed Days	2,116	2,376	-11%	▼

Discharge Outcomes

(Data as of Mar 13, 2026)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	35%	95%	35%	-60%	▼
✓	No Re-admit within 30 Days of Discharge		20	100%	85%	100%	15%	▲
✓	Follow-up within 30 Days of Discharge		7	100%	90%	100%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	94%

Periodic Submitted		Actual	State Avg
6 Month Updates		75%	75%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Improved/Maintained Function Score		3	12%	95%	12%	-83%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		15	179 days	0.3	77%	90%	77%	-13%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 1 Active Sub-Acute Programs

SMHA/OUTPT CLINICAL
Southeastern Mental Health Authority
Mental Health - Outpatient - Standard Outpatient

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	225	205	10%	
Admits	41	56	-27%	▼
Discharges	41	14	193%	▲
Service Hours	2,751	2,323	18%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		96%	89%

Periodic Submitted		Actual	State Avg
6 Month Updates		89%	51%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	98%

(Data as of Mar 13, 2026)

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		20	50%	50%	49%	0%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Self Help		224	99%	N/A	22%	N/A
✓	Social Support		174	77%	60%	57%	17% ▲
🔴	Stable Living Situation		208	92%	95%	72%	-3%
🔴	Employed		59	26%	30%	31%	-4%
🔴	Improved/Maintained Function Score		21	11%	75%	38%	-64% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		179	97%	90%	82%	7%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		31	76%	75%	75%	1%

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 76 Active Standard Outpatient Programs

Veterans Jail Diversion Initiative
Southeastern Mental Health Authority
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

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	11	6	83%	▲
Admits	8	2	300%	▲
Discharges	7	3	133%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours	▬▬▬	3	100%	0%	77%	100%	▲
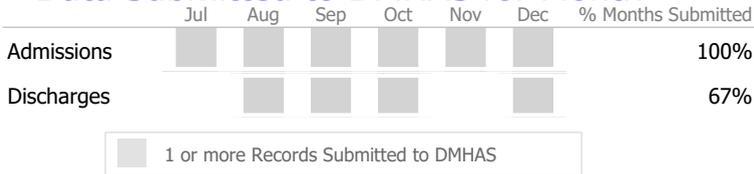
▲ > 10% Over	▼ < 10% Under

■ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

WRAP (CSP- Wellness Recovery Adv. Prgm.)
Southeastern Mental Health Authority
Mental Health - Community Support - CSP

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	234	225	4%
Admits	34	34	0%
Discharges	29	30	-3%
Service Hours	3,825	4,027	-5%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		96%	91%

Periodic Submitted	Actual % vs Goal %	Actual	State Avg
6 Month Updates		97%	90%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid MH/SU Diagnosis		99%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		10	36%	65%	58%	-29%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		235	100%	N/A	44%	N/A	
✓ Social Support		176	75%	60%	82%	15%	▲
✓ Stable Living Situation		216	92%	80%	90%	12%	▲
● Employed		41	17%	20%	20%	-3%	
● Improved/Maintained Function Score		72	35%	65%	59%	-30%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		198	96%	90%	98%	6%

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

Young Adult Services
Southeastern Mental Health Authority
Mental Health - ICS - Intensive Community 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	63	68	-7%	
Admits	7	11	-36%	▼
Discharges	17	15	13%	▲
Service Hours	2,553	2,323	10%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		94%	88%

Periodic Submitted		Actual	State Avg
6 Month Updates		95%	93%

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		7	41%	60%	53%	-19%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		63	100%	N/A	72%	N/A	
✓ Stable Living Situation		54	86%	60%	92%	26%	▲
✓ Social Support		45	71%	60%	85%	11%	▲
● Employed		13	21%	30%	36%	-9%	
● Improved/Maintained Function Score		23	41%	75%	52%	-34%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		45	98%	90%	100%	8%	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪	▪			▪	50%
Discharges	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS
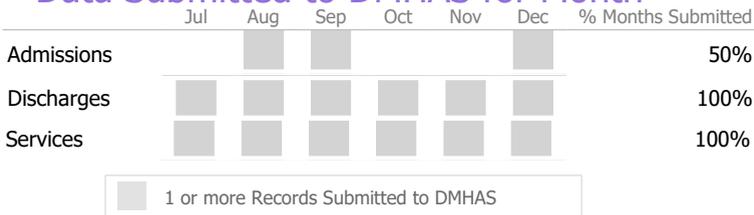
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 19 Active Intensive Community Services Programs