

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,888	2,781	4%
	Admits	1,026	1,089	-6%
	Discharges	1,063	1,042	2%
	Service Hours	24,901	24,906	0%
	Bed Days	3,035	2,994	1%
	S.Rehab/PHP/IOP	2,394	2,432	-2%

Consumer Satisfaction Survey

(Based on 652 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		93%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Respect		92%	80%	91%
✓ Access		91%	80%	88%
○ Outcome		74%	80%	83%

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

Satisfied % | Goal % | 0-80% | 80-100% | Goal Met | Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	2,234	60.3%
	Community Support	278	7.5%
	Crisis Services	165	4.5%
	Social Rehabilitation	156	4.2%
	Case Management	119	3.2%
	Employment Services	103	2.8%
	Consultation	49	1.3%
	ICS	31	0.8%
	ACT	24	0.6%
	Residential Services	21	0.6%
Addiction	Outpatient	219	5.9%
	Medication Assisted Treatment	103	2.8%
	Employment Services	44	1.2%
Forensic MH	Forensics Community-based	159	4.3%

Client Demographics

Age	#	%	State Avg
18-25	350	12%	8%
26-34	502	17%	18%
35-44	573	20%	25%
45-54	469	16%	19%
55-64	532	18%	19%
65+	461	16%	12%

Gender	#	%	State Avg
Female	1,601	55%	▲ 40%
Male	1,280	44%	▼ 59%
Transgender/Other	7	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,351	81%	▲ 64%
Hisp-Puerto Rican	367	13%	10%
Hispanic-Other	88	3%	12%
Unknown	41	1%	▼ 13%
Hispanic-Mexican	40	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	2,293	79%	▲ 59%
Other	397	14%	12%
Black/African American	104	4%	▼ 18%
Multiple Races	32	1%	1%
Unknown	31	1%	8%
Asian	18	1%	1%
Am. Indian/Native Alaskan	13	0%	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	110	60	83% ▲
Admits	51	30	70% ▲
Discharges	53	24	121% ▲
Service Hours	477	350	36% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
Valid Primary Drug Data	100%	47%
Periodic Submitted	Actual	State Avg
6 Month Updates	96%	7%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		24	46%	50%	58%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Social Support		106	93%	N/A	32%	N/A
✓ Not Arrested		108	95%	75%	42%	20% ▲
✓ Abstinence/Reduced Drug Use		70	61%	55%	22%	6%
✓ Stable Living Situation		108	95%	95%	42%	0%
● Employed		49	43%	50%	23%	-7%
● Self Help		42	37%	60%	14%	-23% ▼
● Improved/Maintained Function Score		5	6%	75%	28%	-69% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		61	100%	90%	39%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		40	78%	75%	63%	3%

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 100 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	70	56% ▲
Admits	46	31	48% ▲
Discharges	47	33	42% ▲
Service Hours	651	326	100% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
Valid Primary Drug Data	99%	47%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	7%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		36	80%	50%	58%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		108	96%	N/A	32%	N/A
✓ Self Help		100	88%	60%	14%	28% ▲
✓ Not Arrested		110	97%	75%	42%	22% ▲
✓ Abstinence/Reduced Drug Use		73	65%	55%	22%	10%
● Employed		50	44%	50%	23%	-6%
● Stable Living Situation		100	88%	95%	42%	-7%
● Improved/Maintained Function Score		14	18%	75%	28%	-57% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		66	100%	90%	39%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		41	91%	75%	63%	16% ▲

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 100 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,195	1,074	11% ▲
Admits	264	253	4%
Discharges	268	195	37% ▲
Service Hours	5,457	4,900	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
Periodic Submitted		
6 Month Updates	95%	51%
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		117	46%	50%	49%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,013	84%	60%	57%	24% ▲
✓ Employed		552	46%	30%	31%	16% ▲
✓ Stable Living Situation		1,148	95%	95%	72%	0%
Self Help		286	24%	N/A	22%	N/A
● Improved/Maintained Function Score		150	15%	75%	38%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		946	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		196	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	953	945	1%
Admits	209	231	-10%
Discharges	195	209	-7%
Service Hours	4,804	4,101	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	89%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	51%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	99%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		115	63%	50%	49%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		860	90%	60%	57%	30% ▲
✓ Employed		420	44%	30%	31%	14% ▲
✓ Stable Living Situation		915	96%	95%	72%	1%
Self Help		467	49%	N/A	22%	N/A
● Improved/Maintained Function Score		119	15%	75%	38%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		766	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		163	78%	75%	75%	3%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	124	120	3%
Admits	13	14	-7%
Discharges	19	11	73% ▲
Service Hours	591	448	32% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	51%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	98%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	56%	50%	49%	6%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		107	86%	60%	57%	26% ▲
✓ Stable Living Situation		119	96%	95%	72%	1%
● Employed		23	19%	30%	31%	-11% ▼
Self Help		27	22%	N/A	22%	N/A
● Improved/Maintained Function Score		2	2%	75%	38%	-73% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		104	99%	90%	82%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		10	77%	75%	75%	2%

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

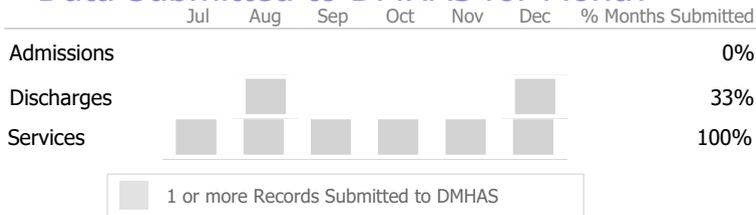
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	2	50% ▲
Admits	-	-	
Discharges	2	-	
Service Hours	4	2	140% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	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	21	27	-22% ▼
Admits	-	3	-100% ▼
Discharges	2	6	-67% ▼
Service Hours	468	476	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	100%	85%	90%	15% ▲

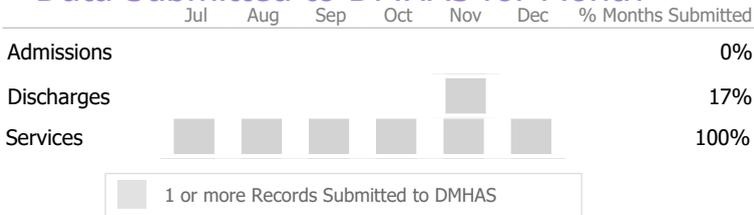
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	99%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	9	22% ▲
Admits	1	-	
Discharges	-	1	-100% ▼
Service Hours	528	132	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	86%	15% ▲

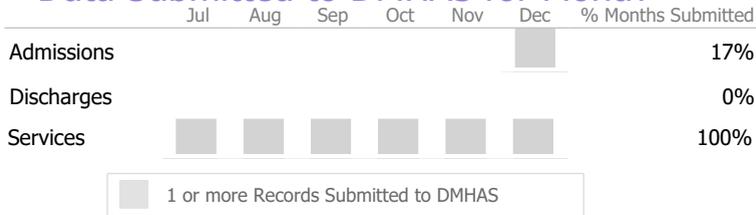
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	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

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	4	5	-20% ▼
Admits	1	3	-67% ▼
Discharges	1	2	-50% ▼
Bed Days	544	456	19% ▲

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		1	100%	60%	69%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	71%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		4	100%	N/A	60%	N/A
✓ Social Support		4	100%	60%	85%	40% ▲
✓ Employed		2	50%	25%	14%	25% ▲
✓ Stable Living Situation		4	100%	95%	95%	5%
● Improved/Maintained Function Score		1	33%	95%	60%	-62% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	225 days	0.4	99%	90%	90%	9%



Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					■		17%
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	24	3	700% ▲
Admits	10	3	233% ▲
Discharges	6	-	
Service Hours	800	19	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
Periodic Submitted		
6 Month Updates	100%	94%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	50%	65%	54%	-15% ▼
● No Re-admit within 30 Days of Discharge		5	83%	85%	94%	-2%
● Follow-up within 30 Days of Discharge		2	67%	90%	59%	-23% ▼

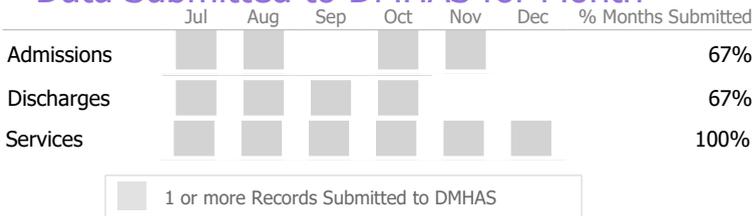
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		19	79%	60%	87%	19% ▲
✓ Social Support		17	71%	60%	71%	11% ▲
✓ Employed		5	21%	15%	10%	6%
Self Help		13	54%	N/A	68%	N/A
● Improved/Maintained Function Score		1	6%	85%	49%	-79% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	99%	10%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 11 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	132	190	-31% ▼
Admits	36	14	157% ▲
Discharges	38	58	-34% ▼
Service Hours	1,500	2,770	-46% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
Periodic Submitted		
6 Month Updates	97%	90%
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		35	97%	65%	58%	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		113	85%	60%	82%	25% ▲
✓ Employed		35	26%	20%	20%	6%
✓ Stable Living Situation		113	85%	80%	90%	5%
Self Help		62	47%	N/A	44%	N/A
● Improved/Maintained Function Score		2	2%	65%	59%	-63% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		95	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	146	203	-28% ▼
Admits	23	46	-50% ▼
Discharges	25	50	-50% ▼
Service Hours	2,744	3,579	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
Periodic Submitted	Actual	State Avg
6 Month Updates	98%	90%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	99%	100%

Discharge Outcomes

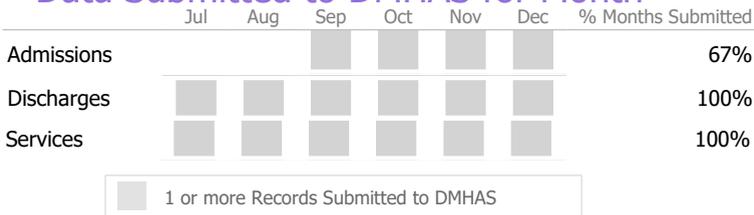
(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	60%	65%	58%	-5%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		135	92%	60%	82%	32% ▲
✓ Stable Living Situation		134	92%	80%	90%	12% ▲
✓ Employed		35	24%	20%	20%	4%
Self Help		48	33%	N/A	44%	N/A
● Improved/Maintained Function Score		2	2%	65%	59%	-63% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		121	100%	90%	98%	10%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 32 Active CSP Programs

Crisis Assessment- Dayville

United Services Inc.

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	82	131	-37% ▼
Admits	67	113	-41% ▼
Discharges	77	113	-32% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		58	98%	90%	72%	8%
✓ Community Location Evaluation		48	81%	80%	73%	1%
✓ Follow-up Service within 48 hours		43	100%	90%	90%	10%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

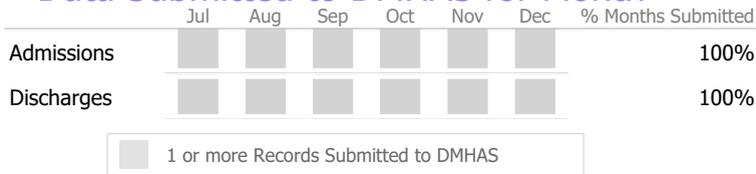
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	135	-39% ▼
Admits	76	116	-34% ▼
Discharges	77	122	-37% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		66	97%	90%	72%	7% ▼
✓ Community Location Evaluation		62	91%	80%	73%	11% ▲
✓ Follow-up Service within 48 hours		62	100%	90%	90%	10% ▼

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Employment Services

United Services Inc.

Mental Health - Employment Services - Employment Services

Reporting Period: July 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	59	0%
Admits	17	34	-50% ▼
Discharges	28	18	56% ▲
Service Hours	584	474	23% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		29	49%	35%	43%	14% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		31	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	90%

Periodic Submitted	Actual	State Avg
6 Month Updates	100%	92%

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 35 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	159	154	3%
Admits	72	63	14% ▲
Discharges	111	71	56% ▲
Service Hours	351	324	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		54	100%	90%	87%	10%

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up Service within 48 hours		35	103%	0%	77%	103% ▲

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 19 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	22	109% ▲
Admits	11	4	175% ▲
Discharges	10	6	67% ▲
Service Hours	414	378	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
Valid Primary Drug Data	99%	73%
Periodic Submitted		
6 Month Updates	100%	78%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	62%	50%	51%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		46	100%	N/A	79%	N/A
✓ Abstinence/Reduced Drug Use		43	93%	55%	69%	38% ▲
✓ Not Arrested		45	98%	75%	87%	23% ▲
✓ Self Help		38	83%	60%	48%	23% ▲
● Stable Living Situation		41	89%	95%	84%	-6%
● Employed		20	43%	50%	42%	-7%
● Improved/Maintained Function Score		3	8%	75%	31%	-67% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	81%	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 19 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	29	-10% ▼
Admits	-	3	-100% ▼
Discharges	1	4	-75% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	100%	85%	90%	15% ▲

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

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

 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

 Actual | Goal  Goal Met  Below Goal

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	9	22% ▲
Admits	5	1	400% ▲
Discharges	3	1	200% ▲
Bed Days	1,389	1,459	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	100%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	80%
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		3	100%	80%	95%	20% ▲
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	95%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	85%	10%

Recovery

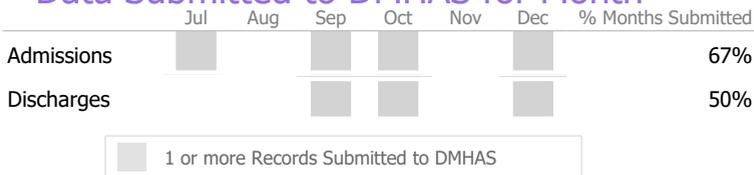
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		10	91%	60%	86%	31% ▲
Self Help		8	73%	N/A	65%	N/A
✓ Stable Living Situation		11	100%	90%	100%	10%
○ Improved/Maintained Function Score		0	0%	95%	52%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	221 days	0.4	94%	90%	89%	4%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 22 Active Group Home Programs

Next Steps

United Services 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	17	19	-11% ▼
Admits	-	7	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	104	111	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	88%	85%	86%	3%

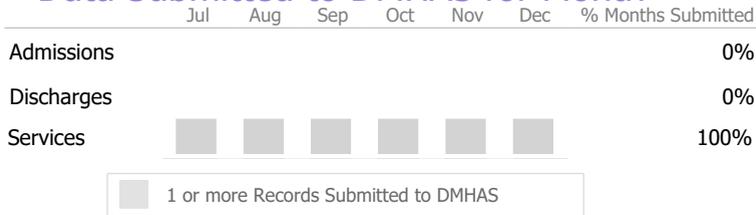
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		15	88%	90%	95%	-2%

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

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

Senior Outreach and Engagement

United Services Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

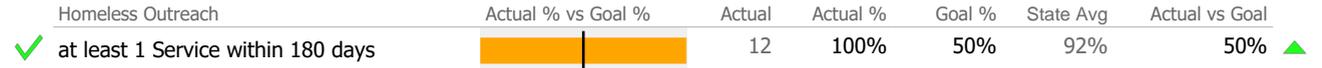
Program Quality Dashboard

Reporting Period: July 2025 - December 2025

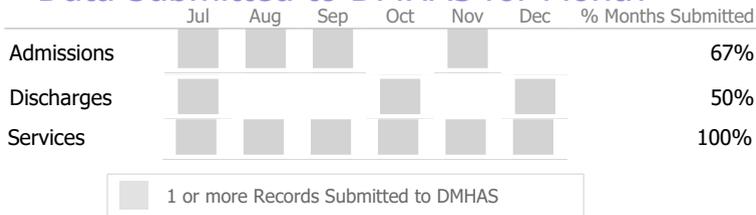
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	56	-27% ▼
Admits	12	12	0%
Discharges	6	6	0%
Service Hours	598	948	-37% ▼

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	66	80	-18% ▼
Admits	22	22	0%
Discharges	18	32	-44% ▼
Service Hours	170	28	
Social Rehab/PHP/IOP Days	1,430	1,470	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	82%	10%

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

Social Rehabilitation

United Services Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Reporting Period: July 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	102	-12% ▼
Admits	14	20	-30% ▼
Discharges	17	32	-47% ▼
Service Hours	241	725	-67% ▼
Social Rehab/PHP/IOP Days	964	962	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		73	100%	90%	82%	10%

Data Submitted to DMHAS for Month

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

SOR - Employment

United Services Inc.

Addiction - Employment Services - Employment Services

Reporting Period: July 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	18	144% ▲
Admits	25	8	213% ▲
Discharges	19	12	58% ▲
Service Hours	276	180	53% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		13	30%	35%	30%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	100%	90%	82%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		92%
Periodic Submitted	Actual	State Avg
6 Month Updates		36%

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 15 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	59	53	11% ▲
Admits	11	19	-42% ▼
Discharges	10	10	0%
Service Hours	323	326	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	95%
Valid Primary Drug Data	99%	73%
Periodic Submitted		
6 Month Updates	100%	78%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	40%	50%	51%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		53	90%	55%	69%	35% ▲
Social Support		50	85%	N/A	79%	N/A
✓ Not Arrested		57	97%	75%	87%	22% ▲
● Stable Living Situation		55	93%	95%	84%	-2%
● Employed		22	37%	50%	42%	-13% ▼
● Self Help		25	42%	60%	48%	-18% ▼
● Improved/Maintained Function Score		3	6%	75%	31%	-69% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	81%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■		■	■	■	83%
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 19 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 91%
Valid Primary Drug Data		N/A 89%
Periodic Submitted	Actual	State Avg
6 Month Updates		N/A 29%

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%	0%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	24%	-55% ▼
Employed		N/A	N/A	50%	24%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	6%	-75% ▼
Not Arrested		N/A	N/A	75%	44%	-75% ▼
Self Help		N/A	N/A	60%	32%	-60% ▼
Social Support		N/A	N/A	N/A	37%	N/A
Stable Living Situation		N/A	N/A	95%	44%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	30%	N/A ▼

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

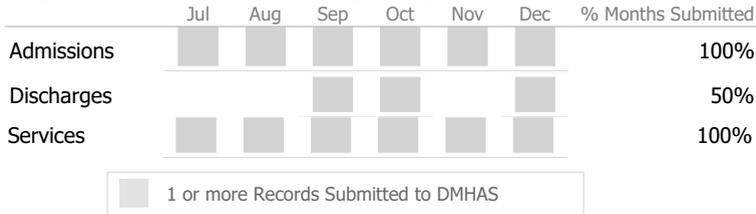
Actual Goal Goal Met Below Goal

* State Avg based on 7 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	42	17% ▲
Admits	16	13	23% ▲
Discharges	7	6	17% ▲
Service Hours	24	14	80% ▲

Data Submitted to DMHAS for Month



* State Avg based on 10 Active Consultation Programs

Work Services

United Services Inc.

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	44	51	-14%	▼
Admits	18	14	29%	▲
Discharges	18	14	29%	▲
Service Hours	638	1,153	-45%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		29	64%	35%	43%	29% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		27	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%

Periodic Submitted	Actual	State Avg
6 Month Updates	100%	92%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 35 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	28	11% ▲
Admits	5	9	-44% ▼
Discharges	4	2	100% ▲
Service Hours	3,153	3,144	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	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		4	100%	60%	53%	40% ▲

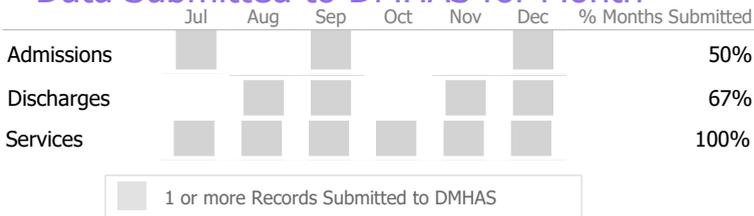
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		31	100%	60%	92%	40% ▲
✓ Social Support		30	97%	60%	85%	37% ▲
Self Help		26	84%	N/A	72%	N/A
✓ Employed		15	48%	30%	36%	18% ▲
○ Improved/Maintained Function Score		7	27%	75%	52%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	100%	10%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 19 Active Intensive Community Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	9	-22% ▼
Admits	1	3	-67% ▼
Discharges	1	3	-67% ▼
Bed Days	1,102	1,079	2%

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		1	100%	60%	69%	40% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	71%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	86%	60%	85%	26% ▲
Self Help		5	71%	N/A	60%	N/A
✓ Stable Living Situation		7	100%	95%	95%	5%
● Employed		1	14%	25%	14%	-11% ▼
● 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		6	417 days	0.5	100%	90%	90%	10%



Data Submitted to DMHAS for Month

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