Western Connecticut Mental Health Network
Waterbury, 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	1,576	1,539	2%
	Admits	1,257	1,342	-6%
	Discharges	1,274	1,264	1%
	Service Hours	29,443	27,824	6%
	Bed Days	3,040	3,104	-2%

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

Consumer Satisfaction Survey   (Based on 359 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		94%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		92%	80%	93%
✓ General Satisfaction		92%	80%	92%
✓ Access		91%	80%	88%
✓ Respect		91%	80%	91%
✓ 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	560	27.3%
	Crisis Services	548	26.7%
	ICS	206	10.0%
	Community Support	177	8.6%
	Social Rehabilitation	133	6.5%
	Intake	85	4.1%
	ACT	61	3.0%
	Other	37	1.8%
	Case Management	25	1.2%
	Residential Services	13	0.6%
Forensic MH			
	Forensics Community-based	207	10.1%
	Crisis Services	3	0.1%

Client Demographics

Age

	#	%	State Avg
18-25	277	18%	8%
26-34	346	22%	18%
35-44	293	19%	25%
45-54	214	14%	19%
55-64	255	16%	19%
65+	187	12%	12%

Gender

	#	%	State Avg
Male	984	62%	59%
Female	572	36%	40%
Transgender/Other	20	1%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,156	73%	64%
Hispanic-Other	207	13%	12%
Unknown	124	8%	13%
Hisp-Puerto Rican	82	5%	10%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban	3	0%	0%

Race

	#	%	State Avg
White/Caucasian	977	63%	59%
Black/African American	262	17%	18%
Other	173	11%	12%
Unknown	59	4%	8%
Multiple Races	44	3%	1%
Asian	24	2%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander			0%

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

Danbury CIT
Western Connecticut Mental Health Network
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	8	30	-73%	▼
Admits	8	30	-73%	▼
Discharges	8	29	-72%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		0	0%	90%	72%	-90%	▼
✔ Community Location Evaluation		6	100%	80%	73%	20%	▲
🔴 Follow-up Service within 48 hours		0	NA	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	▪		▪		▪	▪	67%
Discharges	▪		▪		▪	▪	67%

▪ 1 or more Records Submitted to DMHAS

Danbury Jail Diversion
Western Connecticut Mental Health Network
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	24	21	14%	▲
Admits	11	8	38%	▲
Discharges	11	8	38%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		7	78%	0%	77%	78%	▲

Data Submitted to DMHAS for Month

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

▢ 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

Danbury Outpatient
Western Connecticut Mental Health Network
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	192	190	1%	
Admits	9	15	-40%	▼
Discharges	13	9	44%	▲
Service Hours	3,265	2,997	9%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		99%	89%

Periodic Submitted	Actual % vs Goal %	Actual	State Avg
6 Month Updates		98%	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		3	25%	50%	49%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		192	100%	N/A	22%	N/A	
✓ Social Support		161	84%	60%	57%	24%	▲
✓ Stable Living Situation		186	97%	95%	72%	2%	
🔴 Employed		38	20%	30%	31%	-10%	
🔴 Improved/Maintained Function Score		19	10%	75%	38%	-65%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		178	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		8	89%	75%	75%	14%	▲

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

Danbury YAS
Western Connecticut Mental Health Network
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

(Data as of Mar 13, 2026)

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	29	3%	
Admits	4	4	0%	
Discharges	7	7	0%	
Service Hours	1,776	1,518	17%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	88%

Periodic Submitted		Actual	State Avg
6 Month Updates		100%	93%

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

Discharge Outcomes

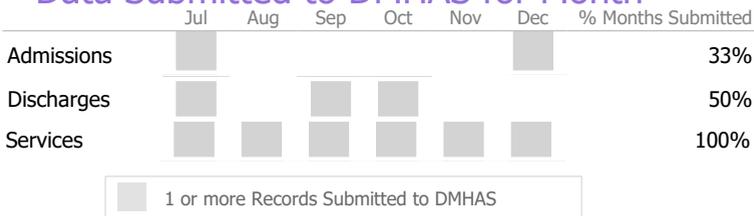|	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		3	43%	60%	53%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		30	100%	N/A	72%	N/A	
✓ Social Support		30	100%	60%	85%	40%	▲
✓ Stable Living Situation		29	97%	60%	92%	37%	▲
● Employed		7	23%	30%	36%	-7%	
● Improved/Maintained Function Score		17	65%	75%	52%	-10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		23	100%	90%	100%	10%	

Data Submitted to DMHAS for Month

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

Torrington CSP
Western Connecticut Mental Health Network
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	96	104	-8%	
Admits	7	18	-61%	▼
Discharges	11	16	-31%	▼
Service Hours	1,971	2,080	-5%	

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
Valid NOMS Data		97%	91%

Periodic Submitted		Actual	State Avg
6 Month Updates		95%	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		3	30%	65%	58%	-35%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		94	98%	N/A	44%	N/A	
✓ Social Support		74	77%	60%	82%	17%	▲
✓ Stable Living Situation		87	91%	80%	90%	11%	▲
🔴 Improved/Maintained Function Score		55	62%	65%	59%	-3%	
🔴 Employed		9	9%	20%	20%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		85	100%	90%	98%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪		▪		▪	67%
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 32 Active CSP Programs

Torrington Jail Diversion
Western Connecticut Mental Health Network
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	43	47	-9%	
Admits	19	23	-17%	▼
Discharges	23	21	10%	

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		8	100%	0%	77%	100%	▲

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

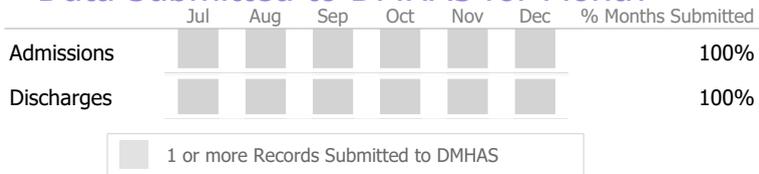* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

TORRINGTON MOBILE CRISIS
Western Connecticut Mental Health Network
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	179	214	-16% ▼
Admits	404	446	-9%
Discharges	400	446	-10%

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Evaluation within 1.5 hours of Request		315	79%	90%	72%	-11% ▼
✓	Community Location Evaluation		368	92%	80%	73%	12% ▲
✓	Follow-up Service within 48 hours		67	97%	90%	90%	7%

▲ > 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

Torrington Outpatient
Western Connecticut Mental Health Network
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	124	114	9%
Admits	15	19	-21% ▼
Discharges	8	8	0%
Service Hours	2,359	2,170	9%

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		81%	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		4	50%	50%	49%	0%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Self Help		102	82%	N/A	22%	N/A
✓	Social Support		86	69%	60%	57%	9%
🔴	Employed		17	14%	30%	31%	-16% ▼
🔴	Stable Living Situation		97	78%	95%	72%	-17% ▼
🔴	Improved/Maintained Function Score		9	8%	75%	38%	-67% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		117	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		14	93%	75%	75%	18% ▲

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 76 Active Standard Outpatient Programs

Torrington Recovery and Wellness
Western Connecticut Mental Health Network
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	133	109	22%	▲
Admits	28	43	-35%	▼
Discharges	50	8	525%	▲
Service Hours	1,789	1,865	-4%	
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services	▭	70	79%	90%	82%	-11%	▼

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

Torrington Transitional Living Residence
Western Connecticut Mental Health Network
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	7	-14% ▼
Admits	1	1	0%
Discharges	-	1	-100% ▼
Bed Days	1,028	971	6%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	69%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

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%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		6	100%	N/A	60%	N/A
✓ Social Support		5	83%	60%	85%	23% ▲
✓ Employed		2	33%	25%	14%	8%
● Stable Living Situation		5	83%	95%	95%	-12% ▼
● Improved/Maintained Function Score		1	20%	95%	60%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		6	518 days	0.5	93%	90%	90%	3%

▨ < 90%	▨ 90-110%	▨ >110%

Data Submitted to DMHAS for Month

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

Torrington YAS Team 1
Western Connecticut Mental Health Network
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

(Data as of Mar 13, 2026)

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	51	20%	▲
Admits	7	12	-42%	▼
Discharges	17	2	750%	▲
Service Hours	1,899	1,672	14%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		99%	88%

Periodic Submitted		Actual	State Avg
6 Month Updates		86%	93%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	6%	60%	53%	-54%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		61	100%	N/A	72%	N/A	
✓ Stable Living Situation		57	93%	60%	92%	33%	▲
✓ Social Support		52	85%	60%	85%	25%	▲
✓ Employed		25	41%	30%	36%	11%	▲
🔴 Improved/Maintained Function Score		30	56%	75%	52%	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	100%	90%	100%	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 Intensive Community Services Programs

Torrington YAS Team 2
Western Connecticut Mental Health Network
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	70	59	19%	▲
Admits	19	7	171%	▲
Discharges	8	5	60%	▲
Service Hours	2,784	2,140	30%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		99%	88%

Periodic Submitted		Actual	State Avg
6 Month Updates		91%	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		3	38%	60%	53%	-22%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		71	100%	N/A	72%	N/A	
✓ Stable Living Situation		70	99%	60%	92%	39%	▲
✓ Social Support		60	85%	60%	85%	25%	▲
✓ Employed		32	45%	30%	36%	15%	▲
● Improved/Maintained Function Score		24	45%	75%	52%	-30%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		63	100%	90%	100%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪			67%
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 Intensive Community Services Programs

Waterbury ABI
Western Connecticut Mental Health Network
Mental Health - Case Management - Standard Case Management

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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	25	20	25%	▲
Admits	1	2	-50%	▼
Discharges	-	-		
Service Hours	319	217	47%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		99%	93%

Periodic Submitted		Actual	State Avg
6 Month Updates		96%	66%

Discharge Outcomes

(Data as of Mar 13, 2026)

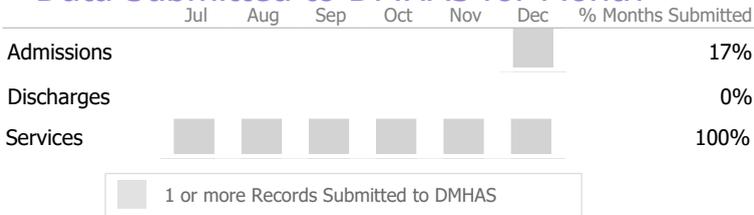|	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	73%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		24	96%	N/A	30%	N/A
✓ Social Support		20	80%	60%	67%	20% ▲
✓ Stable Living Situation		24	96%	80%	71%	16% ▲
● Employed		3	12%	20%	11%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	76%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions						■	17%
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 29 Active Standard Case Management Programs

Waterbury ACT
Western Connecticut Mental Health Network
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	61	55	11%	▲
Admits	8	8	0%	
Discharges	13	6	117%	▲
Service Hours	2,707	2,545	6%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	94%

Periodic Submitted		Actual	State Avg
6 Month Updates		95%	94%

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

Discharge Outcomes

(Data as of Mar 13, 2026)

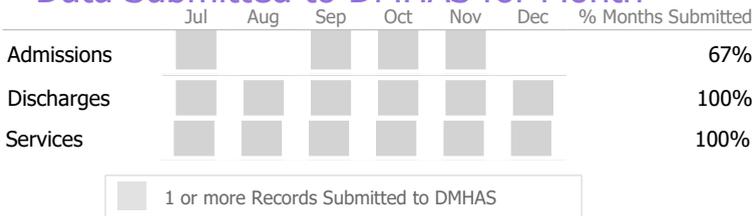|	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		7	54%	65%	54%	-11%	▼
✓ No Re-admit within 30 Days of Discharge		12	92%	85%	94%	7%	
🔴 Follow-up within 30 Days of Discharge		5	71%	90%	59%	-19%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		61	100%	N/A	68%	N/A	
✓ Stable Living Situation		54	89%	60%	87%	29%	▲
✓ Social Support		48	79%	60%	71%	19%	▲
🔴 Employed		7	11%	15%	10%	-4%	
🔴 Improved/Maintained Function Score		27	49%	85%	49%	-36%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		48	100%	90%	99%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■	■	■		67%
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
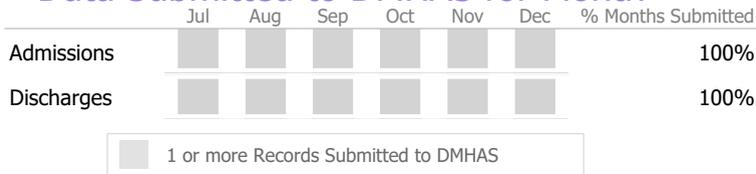
Waterbury CIT
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Mobile Crisis Team

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	206	236	-13%	▼
Admits	254	293	-13%	▼
Discharges	254	293	-13%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Evaluation within 1.5 hours of Request		4	2%	90%	72%	-88%	▼
✓ Community Location Evaluation		252	99%	80%	73%	19%	▲
✓ Follow-up Service within 48 hours		3	100%	90%	90%	10%	

▲ > 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

Waterbury CORP

Western Connecticut Mental Health Network

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

Waterbury CSP
Western Connecticut Mental Health Network
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	83	87	-5%
Admits	6	6	0%
Discharges	7	8	-13% ▼
Service Hours	1,671	2,016	-17% ▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		100%	91%

Periodic Submitted	Actual % vs Goal %	Actual	State Avg
6 Month Updates		96%	90%

Diagnosis	Actual % vs Goal %	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		5	71%	65%	58%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		82	99%	N/A	44%	N/A
✓ Social Support		74	89%	60%	82%	29% ▲
✓ Stable Living Situation		79	95%	80%	90%	15% ▲
✓ Improved/Maintained Function Score		57	74%	65%	59%	9%
● Employed		15	18%	20%	20%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		74	97%	90%	98%	7%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢				▢	▢	50%
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 32 Active CSP Programs

Waterbury Forensic Respite
Western Connecticut Mental Health Network
Forensic MH - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - December 2025

Program Activity

(Data as of Mar 13, 2026)

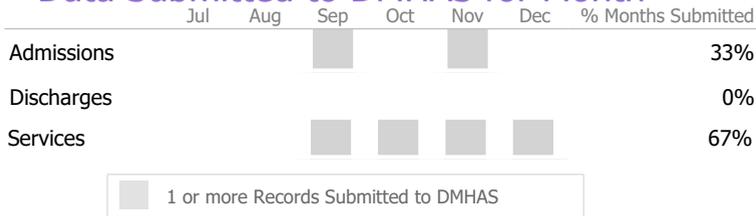| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3	4	-25%	▼
Admits	3	2	50%	▲
Discharges	-	3	-100%	▼
Service Hours	137	55	149%	▲
Bed Days	195	174	12%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	35%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		4	75 days	1.0	26%	90%	71%	-64%

▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢		▢		33%
Discharges							0%
Services			▢	▢	▢	▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under	

▢ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 8 Active Respite Bed Programs

Waterbury Intensive Clinical Care Program
Western Connecticut Mental Health Network
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	90	98	-8%	
Admits	5	5	0%	
Discharges	7	10	-30%	▼
Service Hours	1,856	2,071	-10%	

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		78%	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		6	86%	50%	49%	36%	▲

Recovery

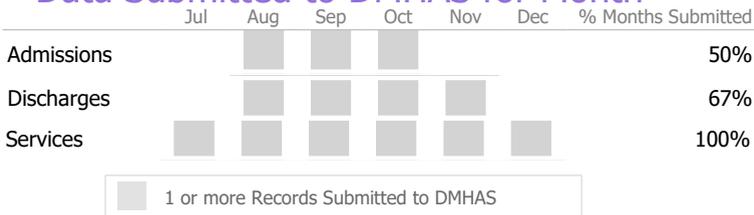| National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		90	100%	N/A	22%	N/A	
✓	Social Support		73	81%	60%	57%	21%	▲
✓	Stable Living Situation		87	97%	95%	72%	2%	
🔴	Employed		10	11%	30%	31%	-19%	▼
🔴	Improved/Maintained Function Score		8	9%	75%	38%	-66%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		83	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		5	100%	75%	75%	25%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢	▢	▢			50%
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 76 Active Standard Outpatient Programs

Waterbury Jail Diversion
Western Connecticut Mental Health Network
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	142	87	63%	▲
Admits	96	67	43%	▲
Discharges	97	60	62%	▲

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		28	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							100%

1 or more Records Submitted to DMHAS

WATERBURY MOBILE CRISIS
Western Connecticut Mental Health Network
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	167	129	29%	▲
Admits	220	175	26%	▲
Discharges	214	174	23%	▲

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		180	82%	90%	72%	-8%	
✓	Community Location Evaluation		219	100%	80%	73%	20%	▲
✓	Follow-up Service within 48 hours		9	100%	90%	90%	10%	

▲ > 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

Waterbury Outpatient
Western Connecticut Mental Health Network
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	158	156	1%	
Admits	18	20	-10%	
Discharges	9	8	13%	▲
Service Hours	2,496	1,500	66%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		99%	89%

Periodic Submitted	Actual % vs Goal %	Actual	State Avg
6 Month Updates		89%	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		2	33%	50%	49%	-17%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Self Help		152	96%	N/A	22%	N/A	
✓	Social Support		132	84%	60%	57%	24%	▲
🔴	Stable Living Situation		142	90%	95%	72%	-5%	
🔴	Employed		14	9%	30%	31%	-21%	▼
🔴	Improved/Maintained Function Score		42	29%	75%	38%	-46%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		149	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		17	94%	75%	75%	19%	▲

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 76 Active Standard Outpatient Programs

Waterbury Respite/Transitional Housing
Western Connecticut Mental Health Network
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - December 2025

Program Activity

(Data as of Mar 13, 2026)

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	23	0%	
Admits	14	15	-7%	
Discharges	15	11	36%	▲
Service Hours	825	774	7%	
Bed Days	1,817	1,835	-1%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ No Re-admit within 30 Days of Discharge		15	100%	85%	90%	15%	▲

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		9	100%	90%	54%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		11	164 days	0.3	90%	90%	60%	0%

☐ < 90%	☐ 90-110%	☐ >110%

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 13 Active Respite Bed Programs

Waterbury YAS
Western Connecticut Mental Health Network
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	60	53	13%	▲
Admits	13	7	86%	▲
Discharges	9	7	29%	▲
Service Hours	2,811	3,311	-15%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		99%	88%

Periodic Submitted		Actual	State Avg
6 Month Updates		97%	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	78%	60%	53%	18%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		60	100%	N/A	72%	N/A	
✓ Stable Living Situation		56	93%	60%	92%	33%	▲
✓ Social Support		55	92%	60%	85%	32%	▲
🔴 Employed		12	20%	30%	36%	-10%	
🔴 Improved/Maintained Function Score		23	49%	75%	52%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		51	100%	90%	100%	10%	

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 19 Active Intensive Community Services Programs

Waterbury YAS Res Support
Western Connecticut Mental Health Network
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - December 2025

Program Activity

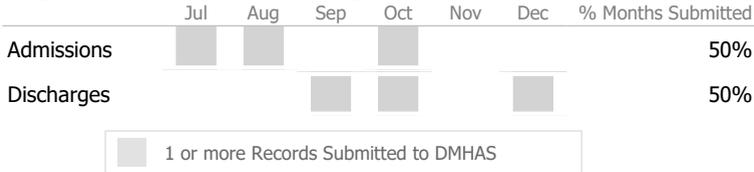| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	▲
Admits	3	1	200%	▲
Discharges	3	2	50%	▲

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%	▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	71%	N/A

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%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Self Help		7	100%	N/A	60%	N/A	
✓ Social Support		7	100%	60%	85%	40%	▲
✓ Stable Living Situation		7	100%	95%	95%	5%	
✓ Employed		2	29%	25%	14%	4%	
🔴 Improved/Maintained Function Score		1	25%	95%	60%	-70%	▼

Data Submitted to DMHAS for Month

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