

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	54	56	-4%
	Admits	3	1	200% ▲
	Discharges	1	10	-90% ▼
	Service Hours	635	434	46% ▲

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

Consumer Satisfaction Survey (Based on 43 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		95%	80%	91%
✓ Respect		95%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		90%	80%	92%
✓ Outcome		90%	80%	83%
✓ General Satisfaction		84%	80%	92%
✓ Access		84%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	54	100.0%

Client Demographics

Age	#	%	State Avg
18-25			8%
26-34	2	4%	18% ▼
35-44	4	7%	26% ▼
45-54	3	6%	19% ▼
55-64	26	48%	18% ▲
65+	19	35%	11% ▲

Gender	#	%	State Avg
Male	49	91%	60% ▲
Female	5	9%	40% ▼
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	39	72%	63%
Hisp-Puerto Rican	11	20%	10%
Hispanic-Other	4	7%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Unknown			13% ▼

Race	#	%	State Avg
Black/African American	28	52%	18% ▲
White/Caucasian	17	31%	58% ▼
Other	6	11%	12%
Unknown	3	6%	9%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			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	25	26	-4%
Admits	3	1	200% ▲
Discharges	-	3	-100% ▼
Service Hours	299	187	60% ▲

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		25	100%	85%	91%	15% ▲

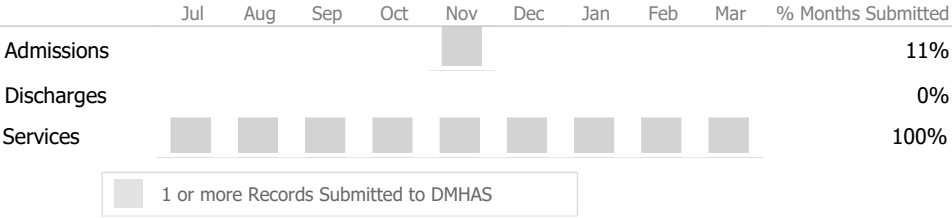
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		25	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted		
6 Month Updates	86%	76%

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 Steps PSH

ImmaCare

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2025 - March 2026

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	30	-3%
Admits	-	-	
Discharges	1	1	0%
Service Hours	336	247	36% ▲

Recovery

National Recovery Measure (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		25	86%	85%	86%	1%

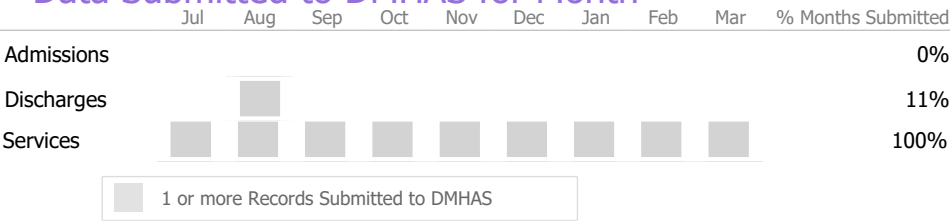
Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		28	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	97%
Periodic Submitted		
6 Month Updates	54%	84%

Data Submitted to DMHAS for Month



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