

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,719	2,585	5%
	Admits	1,409	865	63% ▲
	Discharges	1,232	1,233	0%
	Service Hours	31,057	23,216	34% ▲
	Bed Days	11,285	11,547	-2%
	S.Rehab/PHP/IOP	3,535	2,540	39% ▲

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

Consumer Satisfaction Survey

(Based on 587 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		90%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ General Satisfaction		88%	80%	92%
✓ Overall		87%	80%	91%
✓ Access		85%	80%	88%
● Outcome		76%	80%	83%
● Recovery		72%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	2,307	61.3%
	Community Support	323	8.6%
	Case Management	189	5.0%
	Employment Services	179	4.8%
	Social Rehabilitation	150	4.0%
	Residential Services	55	1.5%
	Forensic MH	Forensics Community-based	250
Addiction	Outpatient	147	3.9%
	Medication Assisted Treatment	67	1.8%
	Employment Services	35	0.9%
Other	Other	59	1.6%

Client Demographics

Age	#	%	State Avg
18-25	331	12%	10%
26-34	460	17%	20%
35-44	485	18%	24%
45-54	468	17%	18%
55-64	595	22%	19%
65+	377	14%	9%

Gender	#	%	State Avg
Female	1,374	51%	41%
Male	1,342	49%	59%
Transgender			0%

Race	#	%	State Avg
White/Caucasian	2,172	80%	▲ 61%
Black/African American	284	10%	17%
Other	135	5%	13%
Unknown	86	3%	7%
Asian	25	1%	1%
Am. Indian/Native Alaskan	9	0%	1%
Hawaiian/Other Pacific Islander	6	0%	0%
Multiple Races	2	0%	1%

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

Variations in data may be indicative of operational adjustments related to the pandemic.

Better Choice Shoreline

BH Care

Addiction - Outpatient - Gambling Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	6	50% ▲
Admits	7	6	17% ▲
Discharges	5	2	150% ▲
Service Hours	21	33	-36% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	97%
Valid TEDS Data	46%	24%
<hr/>		
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	77%
<hr/>		
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	60%	75%	55%	-15% ▼

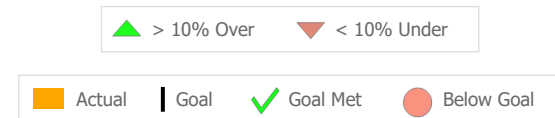
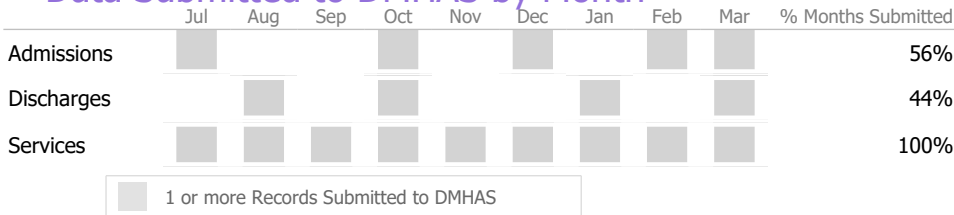
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	100%	90%	94%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		5	71%	75%	71%	-4%

Data Submitted to DMHAS by Month



* State Avg based on 7 Active Gambling Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	1	5	-80% ▼
Discharges	3	3	0%
Service Hours	16	13	26% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
Valid TEDS Data	0%	24%
On-Time Periodic		
6 Month Updates	0%	77%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	75%	55%	-8%

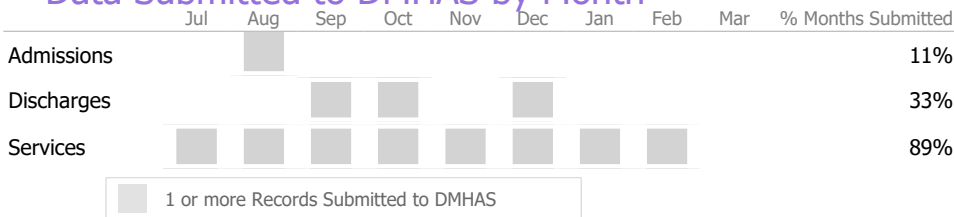
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	100%	90%	94%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	100%	75%	71%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Gambling Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	40	-10%
Admits	4	6	-33% ▼
Discharges	3	5	-40% ▼
Service Hours	289	208	39% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		34	94%	85%	86%	9%

Service Utilization

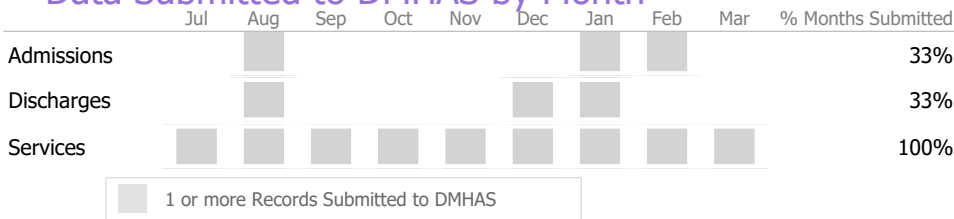
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

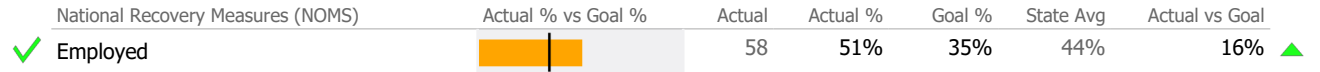
* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

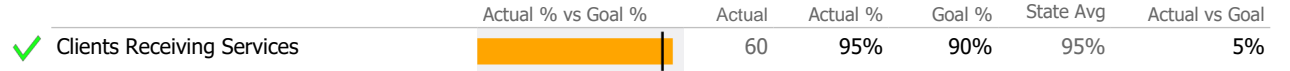
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	89	25% ▲
Admits	57	28	104% ▲
Discharges	51	36	42% ▲
Service Hours	560	539	4%

Recovery



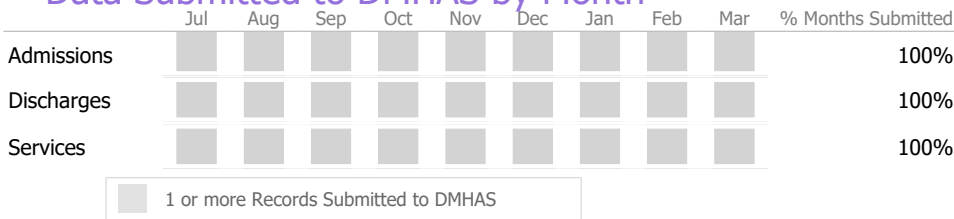
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 44 Active Employment Services Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	247	307	-20% ▼
Admits	51	61	-16% ▼
Discharges	97	92	5%
Service Hours	287	278	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	15%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	7%	50%	44%	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		189	77%	60%	60%	17% ▲
● Stable Living Situation		203	82%	95%	73%	-13% ▼
● Employed		40	16%	30%	25%	-14% ▼
● Improved/Maintained Function Score		59	24%	75%	25%	-51% ▼

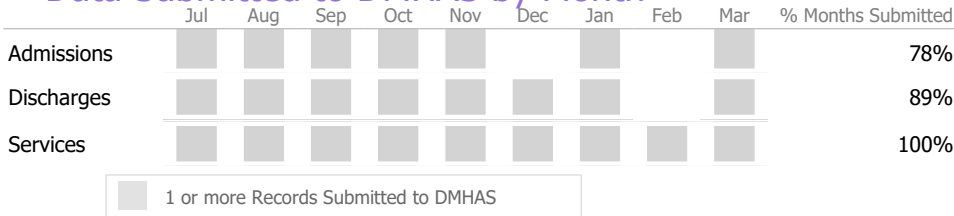
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		118	79%	90%	82%	-11% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		3	6%	75%	78%	-69% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 48 Active Outreach & Engagement Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	8	263% ▲
Admits	8	8	0%
Discharges	29	2	1350% ▲
Service Hours	145	22	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic		
6 Month Updates	N/A	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	3%	50%	63%	-47% ▼

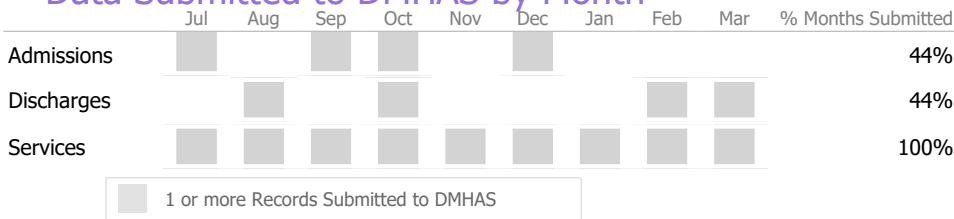
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		29	100%	60%	74%	40% ▲
Employed		5	17%	20%	22%	-3%
Stable Living Situation		13	45%	80%	78%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	86%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	8	13% ▲
Admits	1	-	
Discharges	1	-	
Bed Days	2,149	2,192	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	69%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	80%	78%	-80% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	86%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A

Recovery

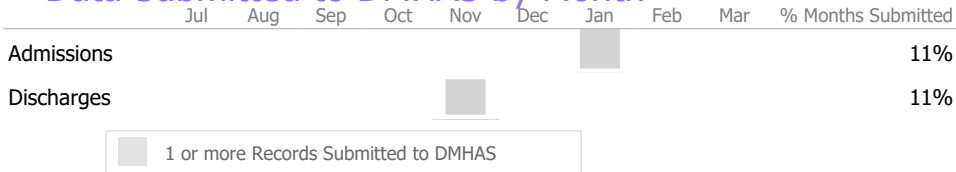
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		9	100%	60%	87%	40% ▲
Stable Living Situation		9	100%	90%	99%	10%
Improved/Maintained Function Score		8	89%	95%	29%	-6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	2,427 days	0.3	98%	90%	85%	8%



Data Submitted to DMHAS by Month



* State Avg based on 24 Active Group Home Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	26	8%
Admits	6	5	20% ▲
Discharges	7	6	17% ▲
Service Hours	445	442	1%
Bed Days	5,594	5,976	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	57%	60%	67%	-3%
Follow-up within 30 Days of Discharge		2	50%	90%	77%	-40% ▼

Recovery

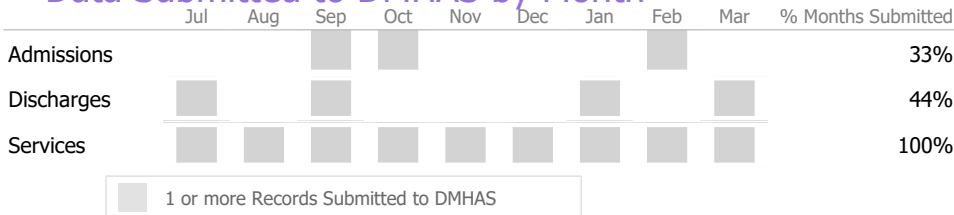
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		22	79%	60%	84%	19% ▲
Stable Living Situation		28	100%	95%	96%	5%
Improved/Maintained Function Score		21	75%	95%	31%	-20% ▼
Employed		1	4%	25%	14%	-21% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	2,131 days	0.3	97%	90%	94%	7%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	1	1	0%
Discharges	-	2	-100% ▼
Service Hours	164	81	101% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		15	94%	85%	86%	9%

Service Utilization

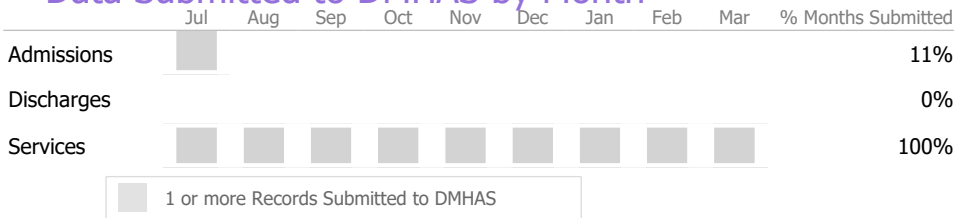
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	97%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	2	2	0%
Discharges	1	2	-50% ▼
Service Hours	188	74	155% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	89%	85%	86%	4%

Service Utilization

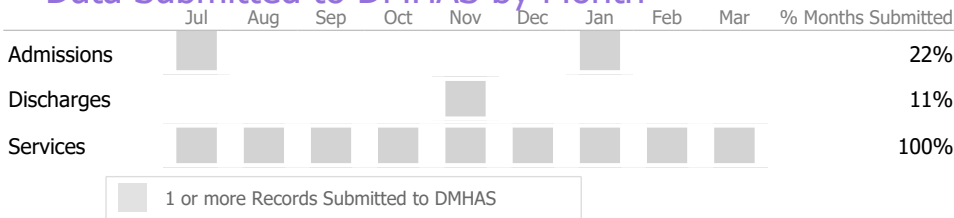
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

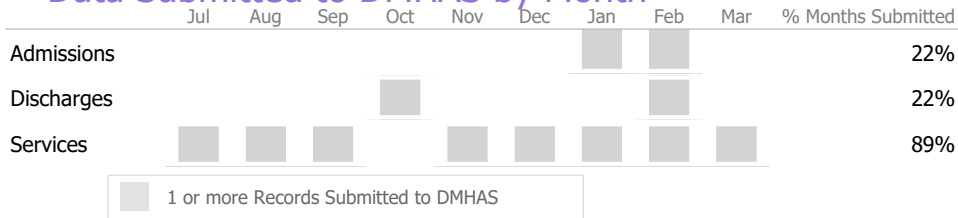
* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	50	4%
Admits	2	4	-50% ▼
Discharges	2	-	
Service Hours	3	2	54% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Integrated Primary Care Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours		-	

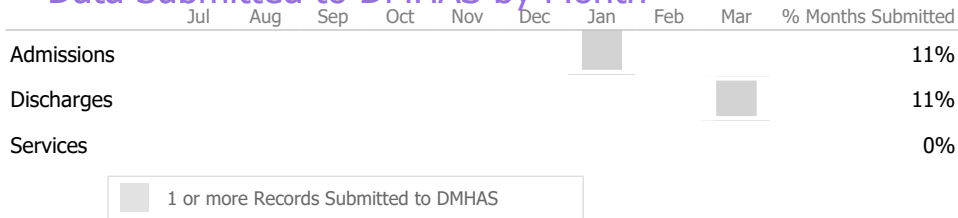
Data Submission Quality

Data Entry Actual State Avg

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	86%	88%



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Integrated Primary Care Programs

Options SR

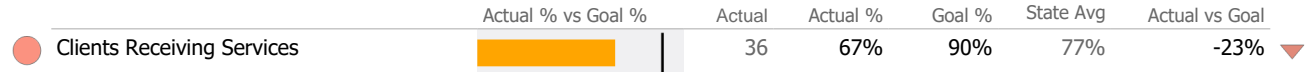
BH Care

Mental Health - Social Rehabilitation - Social Rehabilitation

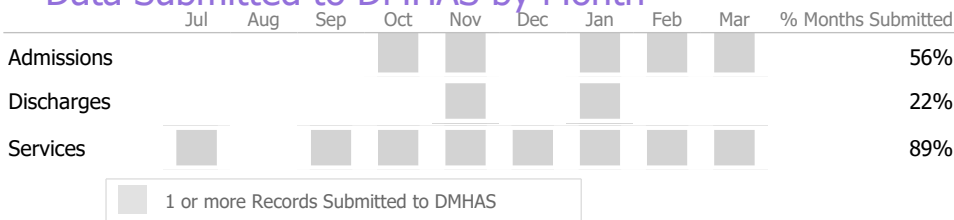
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	67	-16% ▼
Admits	6	7	-14% ▼
Discharges	2	18	-89% ▼
Service Hours		2	-92% ▼
Social Rehab/PHP/IOP Days	879	965	-9%

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Options Vocational Program

BH Care

Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

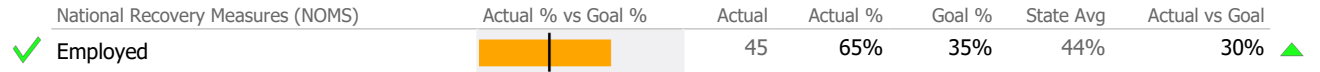
Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

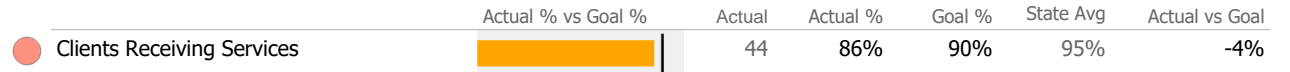
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	82	-17% ▼
Admits	25	23	9%
Discharges	18	36	-50% ▼
Service Hours	202	127	59% ▲

Recovery



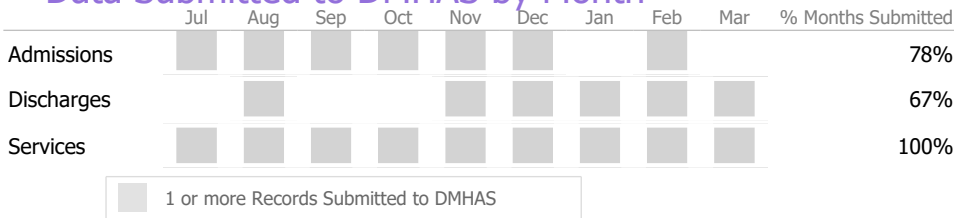
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

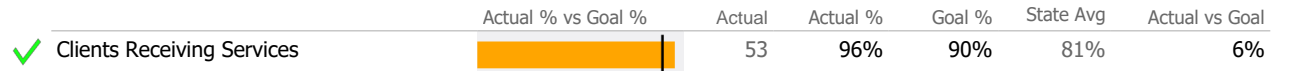
* State Avg based on 44 Active Employment Services Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

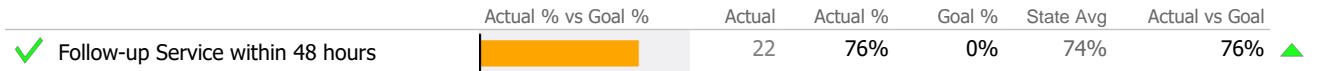
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	171	178	-4%
Admits	130	106	23% ▲
Discharges	130	136	-4%
Service Hours	502	501	0%

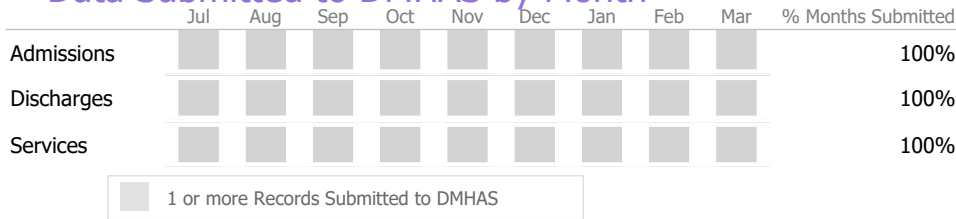
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 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	158	132	20% ▲
Admits	65	26	150% ▲
Discharges	35	40	-13% ▼
Service Hours	1,045	814	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	14%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	40%	65%	55%	-25% ▼

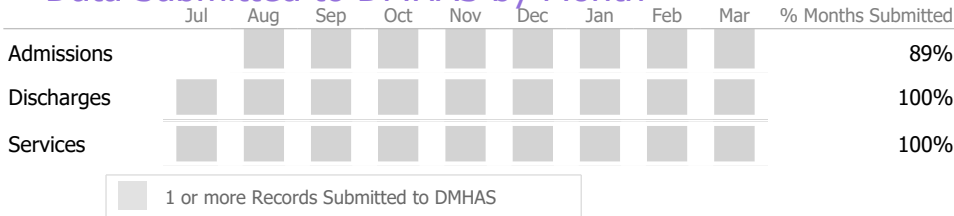
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		111	68%	60%	79%	8%
Employed		22	13%	20%	15%	-7%
Stable Living Situation		119	73%	80%	88%	-7%
Improved/Maintained Function Score		39	24%	65%	30%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		118	92%	90%	98%	2%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 36 Active CSP Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	86	99	-13% ▼
Admits	11	11	0%
Discharges	1	17	-94% ▼
Service Hours	715	974	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	78%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	44%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		86	99%	60%	60%	39% ▲
Employed		30	34%	30%	25%	4%
Stable Living Situation		85	98%	95%	73%	3%
Improved/Maintained Function Score		1	1%	75%	25%	-74% ▼

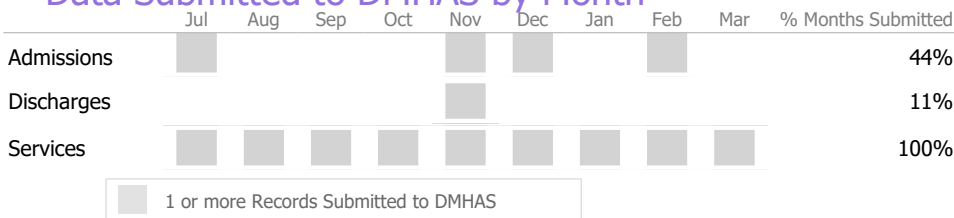
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		83	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		8	80%	75%	78%	5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 71 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Shoreline PILOTS & Next Steps

BH Care

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	8	-25% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	51	5	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	86%	15% ▲

Service Utilization

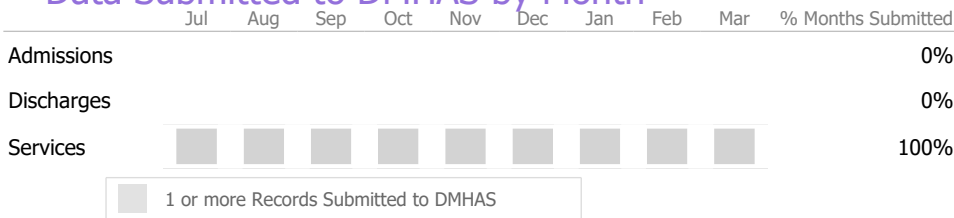
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	134	96	40% ▲
Admits	90	45	100% ▲
Discharges	100	58	72% ▲
Service Hours	662	611	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	83%
Valid TEDS Data	91%	72%
On-Time Periodic		
6 Month Updates	0%	14%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		48	48%	50%	41%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		108	76%	75%	62%	1%
Employed		67	47%	50%	32%	-3%
Stable Living Situation		126	89%	95%	65%	-6%
Abstinence/Reduced Drug Use		62	44%	55%	33%	-11%
Improved/Maintained Function Score		77	54%	75%	30%	-21%
Self Help		43	30%	60%	16%	-30%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		41	95%	90%	61%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		77	92%	75%	56%	17% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 105 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,103	967	14% ▲
Admits	440	189	133% ▲
Discharges	350	280	25% ▲
Service Hours	9,955	6,522	53% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	16%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		144	41%	50%	44%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		827	72%	60%	60%	12% ▲
● Employed		334	29%	30%	25%	-1%
● Improved/Maintained Function Score		753	65%	75%	25%	-10%
● Stable Living Situation		983	85%	95%	73%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		756	94%	90%	82%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		406	97%	75%	78%	22% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 71 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	26	35% ▲
Admits	21	19	11% ▲
Discharges	18	13	38% ▲
Service Hours	93	46	102% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		12	34%	35%	31%	-1%

Service Utilization

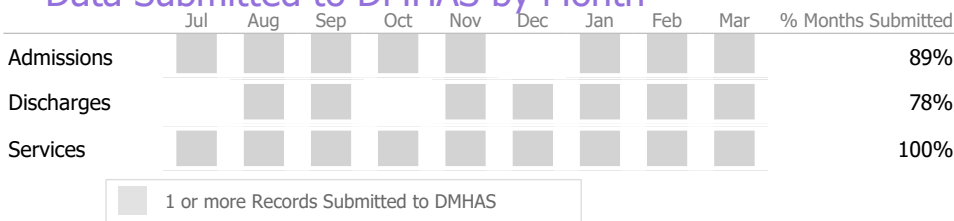
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	82%	90%	91%	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		91%

On-Time Periodic	Actual	State Avg
6 Month Updates		43%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 10 Active Employment Services Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	20	235% ▲
Admits	49	3	1533% ▲
Discharges	14	7	100% ▲
Service Hours	902	240	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	87%
Valid TEDS Data	94%	86%
On-Time Periodic		
6 Month Updates	49%	40%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	71%	50%	36%	21% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		49	72%	55%	51%	17% ▲
✓ Not Arrested		62	91%	75%	72%	16% ▲
✓ Employed		34	50%	50%	31%	0%
● Improved/Maintained Function Score		46	68%	75%	19%	-7%
● Stable Living Situation		59	87%	95%	69%	-8%
● Self Help		19	28%	60%	18%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		54	98%	90%	59%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges		■	■	■	■	■	■	■	■	89%
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

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	1	▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	1	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 98%
Valid TEDS Data		N/A 93%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 29%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	31%	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%	57%	-55% ▼
Employed		N/A	N/A	50%	39%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	11%	-75% ▼
Not Arrested		N/A	N/A	75%	84%	-75% ▼
Self Help		N/A	N/A	60%	41%	-60% ▼
Stable Living Situation		N/A	N/A	95%	70%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	41%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 6 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Bed Days	822	822	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	0%	69%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	78%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		3	100%	90%	99%	10%
Social Support		2	67%	60%	87%	7%
Improved/Maintained Function Score		1	33%	95%	29%	-62%

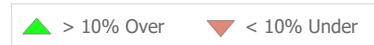
Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	3	4,682 days	0.3	100%	90%	85%	10%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%



1 or more Records Submitted to DMHAS



* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	166	184	-10%
Admits	20	22	-9%
Discharges	38	53	-28% ▼
Service Hours	2,176	1,912	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	84%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		32	84%	65%	55%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		155	93%	60%	79%	33% ▲
Improved/Maintained Function Score		132	79%	65%	30%	14% ▲
Stable Living Situation		152	91%	80%	88%	11% ▲
Employed		24	14%	20%	15%	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		128	96%	90%	98%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	89%
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 36 Active CSP Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	-	
Discharges	-	-	
Bed Days	1,307	1,370	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	67%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		5	100%	60%	84%	40% ▲
✓ Improved/Maintained Function Score		5	100%	95%	31%	5%
✓ Stable Living Situation		5	100%	95%	96%	5%
● Employed		1	20%	25%	14%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	2,677 days	0.3	95%	90%	94%	5%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■							11%
Discharges										0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

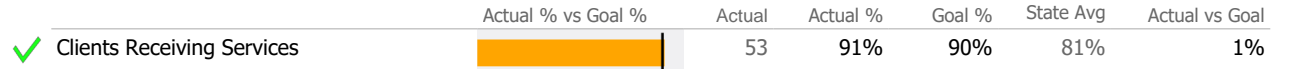
* State Avg based on 83 Active Supervised Apartments Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

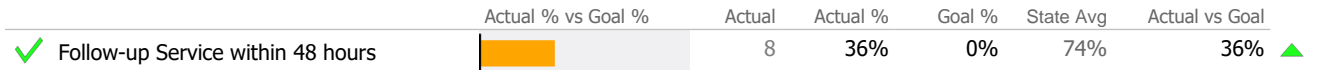
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	72	14% ▲
Admits	37	31	19% ▲
Discharges	27	15	80% ▲
Service Hours	214	57	

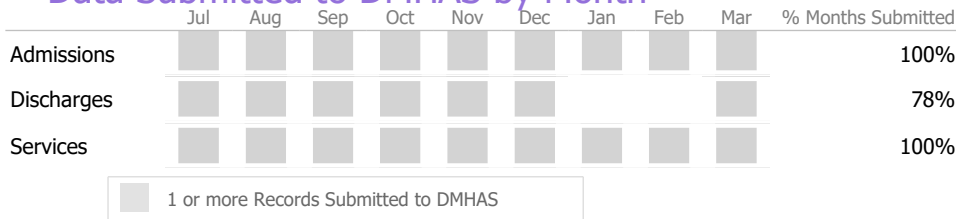
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 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	15	14	7%
Admits	1	3	-67% ▼
Discharges	1	-	
Service Hours	119	59	101% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	87%	85%	94%	2%

Service Utilization

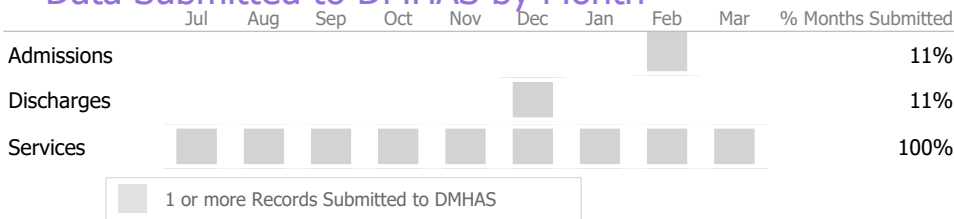
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	93%	90%	97%	3%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 Active Supportive Housing – Development Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,013	1,014	0%
Admits	330	209	58% ▲
Discharges	246	347	-29% ▼
Service Hours	10,605	8,262	28% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	10%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		183	74%	50%	44%	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		763	73%	60%	60%	13% ▲
✓ Employed		344	33%	30%	25%	3%
● Improved/Maintained Function Score		702	68%	75%	25%	-7%
● Stable Living Situation		888	85%	95%	73%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		765	96%	90%	82%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		314	98%	75%	78%	23% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 71 Active Standard Outpatient Programs

Valley PILOTS & Next Steps

BH Care

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	-	-	
Discharges	2	-	
Service Hours	50	14	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	86%	85%	86%	1%

Service Utilization

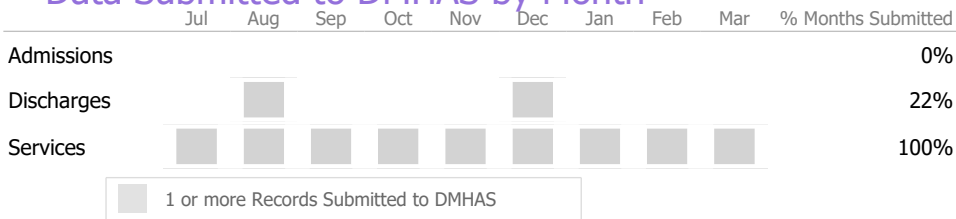
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		84%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

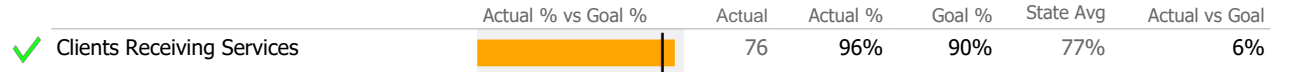
* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

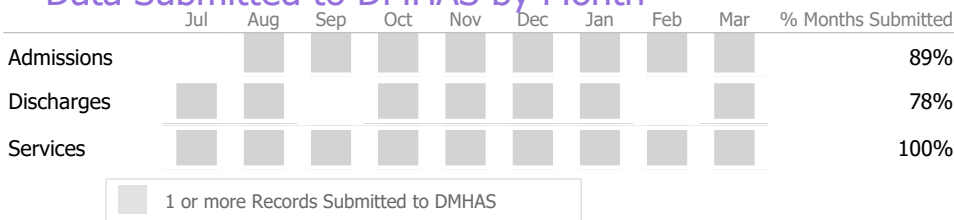
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95	101	-6%
Admits	21	17	24% ▲
Discharges	16	32	-50% ▼
Service Hours	71	14	
Social Rehab/PHP/IOP Days	2,656	1,575	69% ▲

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	41	-12% ▼
Admits	13	10	30% ▲
Discharges	17	18	-6%
Service Hours	1,008	882	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic		
6 Month Updates	88%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	71%	50%	63%	21% ▲

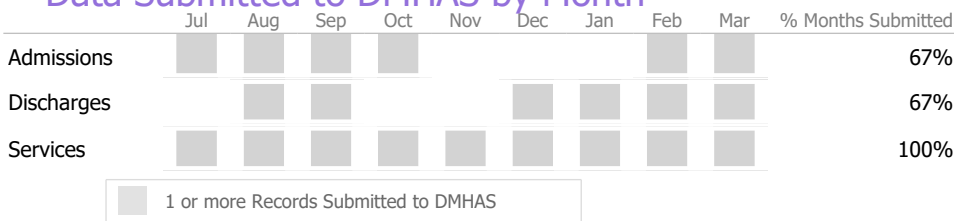
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		37	100%	60%	74%	40% ▲
✓ Employed		14	38%	20%	22%	18% ▲
✓ Stable Living Situation		35	95%	80%	78%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	95%	90%	86%	5%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	5	6	-17% ▼
Discharges	6	4	50% ▲
Bed Days	1,413	1,187	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	86%
On-Time Periodic		
6 Month Updates	100%	87%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	60%	67%	-10% ▼
Follow-up within 30 Days of Discharge		2	67%	90%	77%	-23% ▼

Recovery

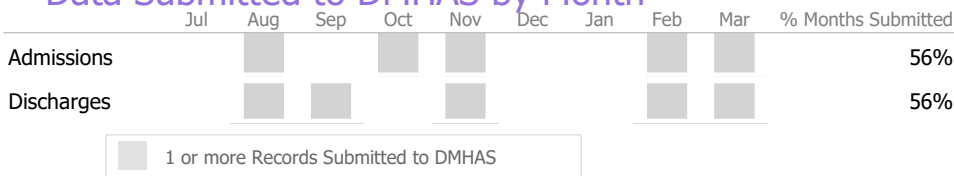
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		10	91%	60%	84%	31% ▲
Employed		4	36%	25%	14%	11% ▲
Stable Living Situation		11	100%	95%	96%	5%
Improved/Maintained Function Score		7	64%	95%	31%	-31% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	394 days	0.3	103%	90%	94%	13% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 83 Active Supervised Apartments Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	28	-7%
Admits	3	9	-67% ▼
Discharges	11	5	120% ▲
Service Hours	569	481	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	71%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	91%	50%	63%	41% ▲

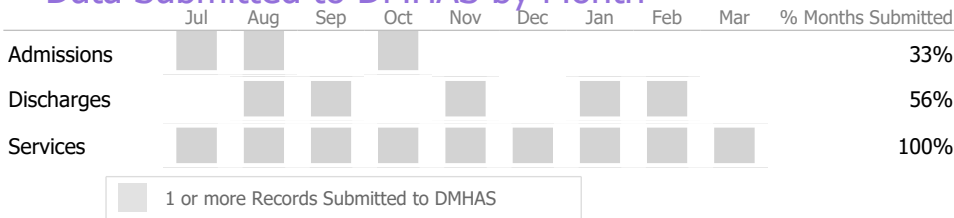
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		24	92%	60%	74%	32% ▲
✓ Stable Living Situation		23	88%	80%	78%	8%
✓ Employed		6	23%	20%	22%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	87%	90%	86%	-3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

Variances in data may be indicative of operational adjustments related to the pandemic.