

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	624	551	13%	▲
	Admits	539	327	65%	▲
	Discharges	507	347	46%	▲
	Service Hours	3,714	3,084	20%	▲
	Bed Days	14,280	11,227	27%	▲

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

Consumer Satisfaction Survey (Based on 108 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		92%	80%	88%
✓ General Satisfaction		91%	80%	92%
✓ Participation in Treatment		90%	80%	92%
✓ Overall		90%	80%	91%
✓ Outcome		80%	80%	83%
● Recovery		76%	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	Case Management	594	73.6%
Addiction	Residential Services	213	26.4%

Client Demographics

Age	#	%	State Avg
18-25	23	4%	10%
26-34	68	11%	20%
35-44	135	22%	24%
45-54	139	22%	18%
55-64	187	30%	19%
65+	69	11%	9%

Gender	#	%	State Avg
Male	423	68%	59%
Female	197	32%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	496	79%	68%
Hispanic-Other	128	21%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			11%
Unknown			12%

Race	#	%	State Avg
White/Caucasian	287	46%	61%
Black/African American	268	43%	17%
Other	37	6%	13%
Multiple Races	18	3%	1%
Hawaiian/Other Pacific Islander	5	1%	0%
Am. Indian/Native Alaskan	4	1%	1%
Unknown	3	0%	7%
Asian	2	0%	1%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	-	3	-100% ▼
Discharges	1	1	0%
Service Hours	215	159	36% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	94%	15% ▲

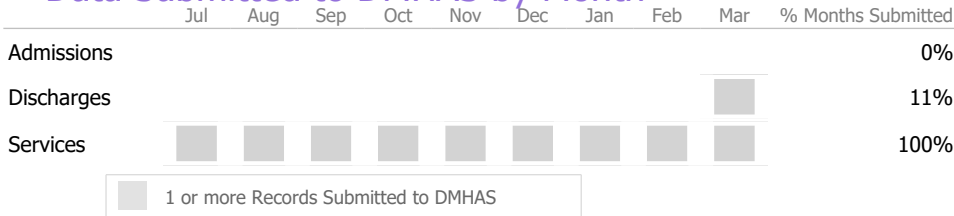
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96% 99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		92% 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	26	-12% ▼
Admits	2	2	0%
Discharges	1	2	-50% ▼
Service Hours	219	183	20% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	91%	85%	86%	6%

Service Utilization

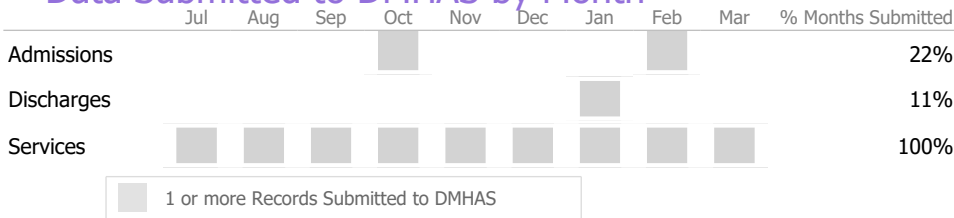
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	95%	90%	97%	5%

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	33	38	-13% ▼
Admits	4	1	300% ▲
Discharges	1	8	-88% ▼
Service Hours	308	307	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		30	91%	85%	86%	6%

Service Utilization

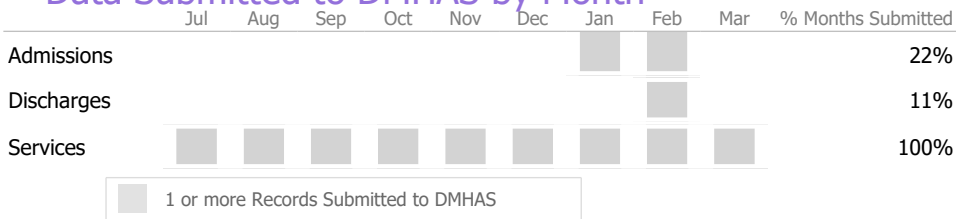
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	97%	90%	97%	7%

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	10	10	0%
Admits	-	-	
Discharges	1	-	
Service Hours	45	28	59% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	86%	15% ▲

Service Utilization

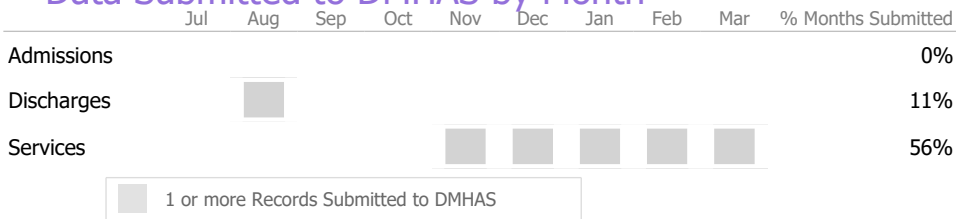
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

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	9	9	0%
Admits	1	-	
Discharges	-	-	
Service Hours	139	100	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	94%	4%

Service Utilization

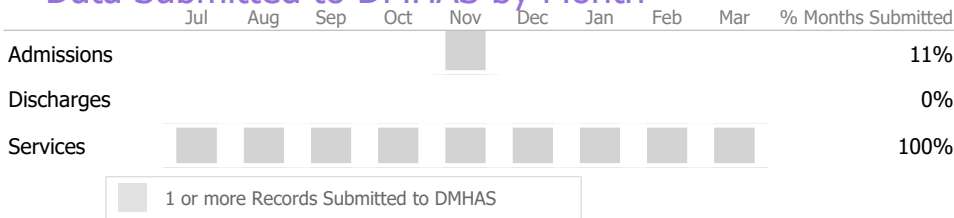
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	36	19	89% ▲
Admits	28	14	100% ▲
Discharges	27	14	93% ▲
Service Hours	217	89	144% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	63%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		28	78%	60%	74%	18% ▲
Employed		4	11%	20%	22%	-9%
Stable Living Situation		0	0%	80%	78%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	89%	90%	86%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■		■	■	■	■		■	■	78%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 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.

Outreach & Engagement

Columbus House

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

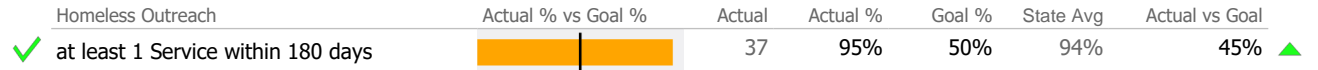
Program Quality Dashboard

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

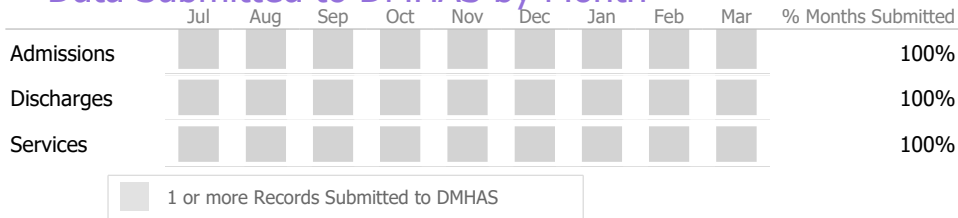
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	88	-17% ▼
Admits	39	51	-24% ▼
Discharges	45	47	-4%
Service Hours	395	448	-12% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

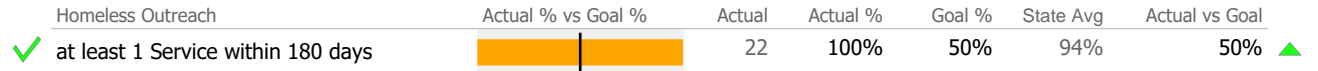
* State Avg based on 48 Active Outreach & Engagement Programs

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

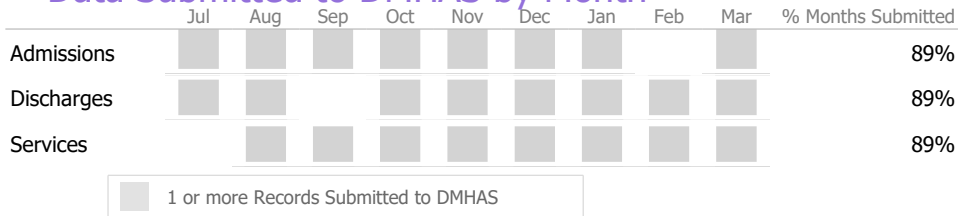
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	39	-18% ▼
Admits	22	29	-24% ▼
Discharges	22	20	10%
Service Hours	139	162	-14% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

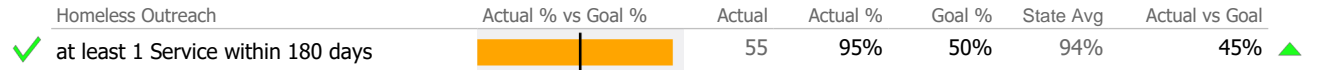
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

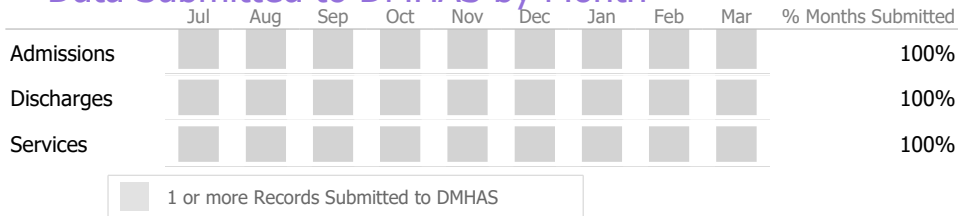
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	64	47% ▲
Admits	58	26	123% ▲
Discharges	57	41	39% ▲
Service Hours	283	275	3%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	35	17% ▲
Admits	18	15	20% ▲
Discharges	17	19	-11% ▼
Service Hours	60	22	169% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		2	5%	85%	86%	-80% ▼

Service Utilization

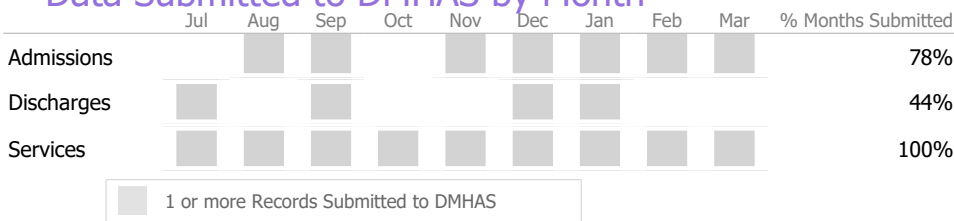
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	96%	90%	97%	6%

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

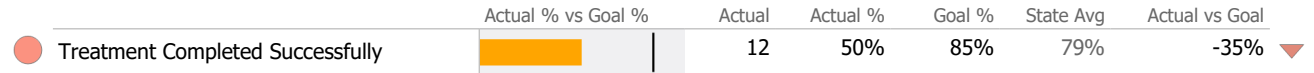
* State Avg based on 117 Active Supportive Housing – Scattered Site Programs

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

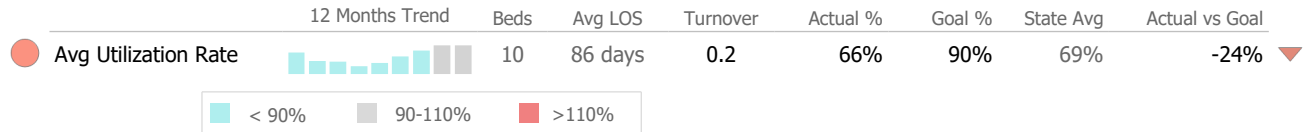
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	32	-3%
Admits	28	27	4%
Discharges	24	25	-4%
Bed Days	1,797	1,842	-2%

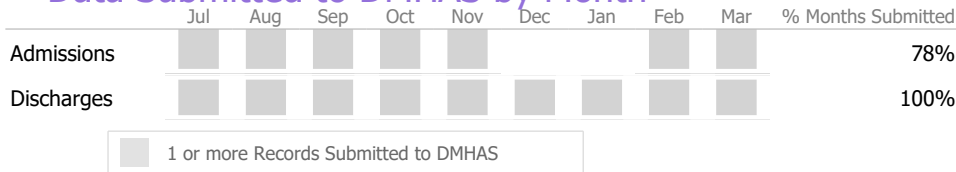
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month

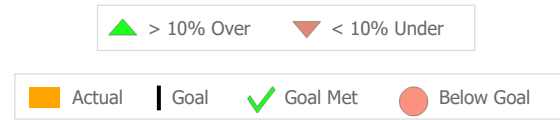
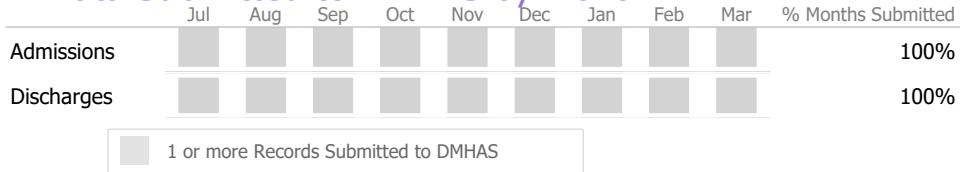


* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	183	113	62% ▲
Admits	154	68	126% ▲
Discharges	153	69	122% ▲
Bed Days	12,483	9,385	33% ▲

Data Submitted to DMHAS by Month



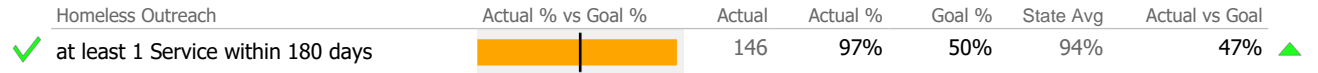
* State Avg based on 4 Active Shelter Programs

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

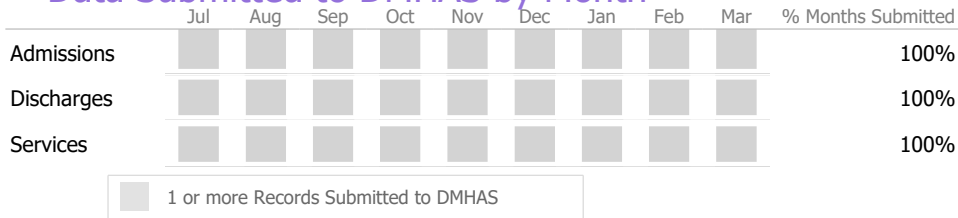
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	186	116	60% ▲
Admits	157	67	134% ▲
Discharges	151	72	110% ▲
Service Hours	829	710	17% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

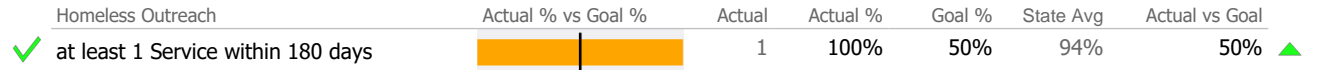
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

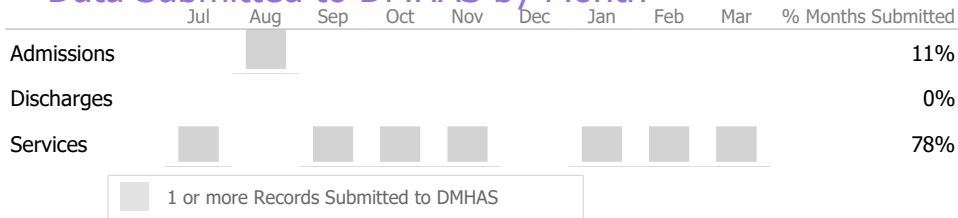
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	2	100% ▲
Admits	1	2	-50% ▼
Discharges	-	1	-100% ▼
Service Hours	26	2	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

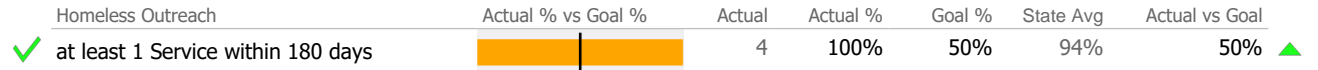
* State Avg based on 48 Active Outreach & Engagement Programs

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

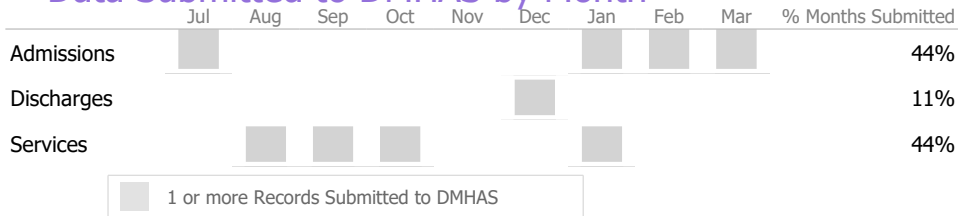
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7		
Admits	4	-	
Discharges	1	-	
Service Hours	10	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

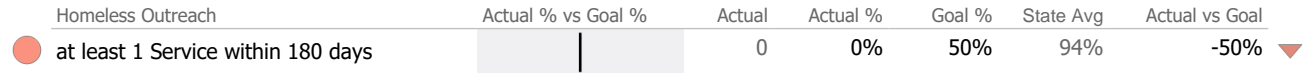
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

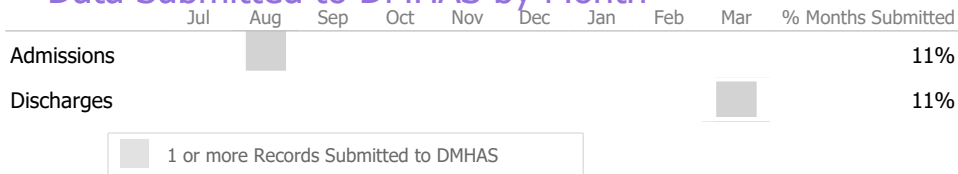
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4		
Admits	1	-	
Discharges	1	-	

Service Engagement



Data Submitted to DMHAS by Month



* 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	31	29	7%
Admits	6	1	500% ▲
Discharges	-	4	-100% ▼
Service Hours	226	123	83% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		24	77%	85%	86%	-8%

Service Utilization

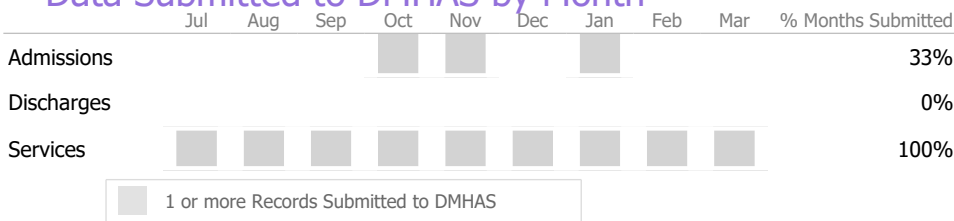
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	97%	10%

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	15	16	-6%
Admits	1	4	-75% ▼
Discharges	1	1	0%
Service Hours	256	114	125% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	93%	85%	94%	8%

Service Utilization

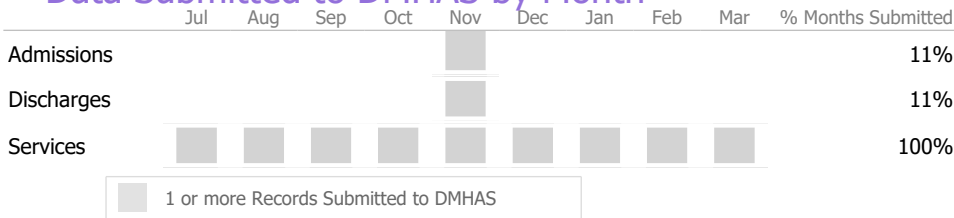
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	97%	10%

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

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

Urban Initiative

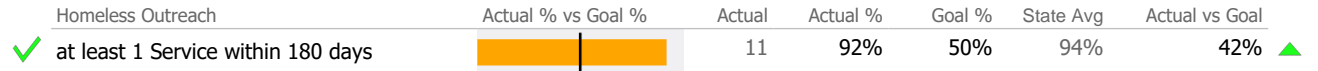
Columbus House

Mental Health - Case Management - Outreach & Engagement

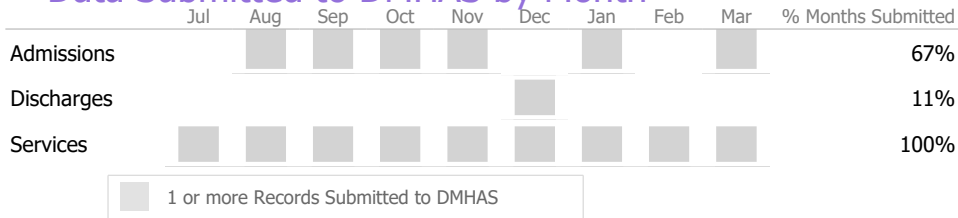
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	22	-23% ▼
Admits	12	12	0%
Discharges	2	16	-88% ▼
Service Hours	75	118	-37% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 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	11	13	-15% ▼
Admits	1	3	-67% ▼
Discharges	1	4	-75% ▼
Service Hours	101	100	1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	82%	85%	94%	-3%

Service Utilization

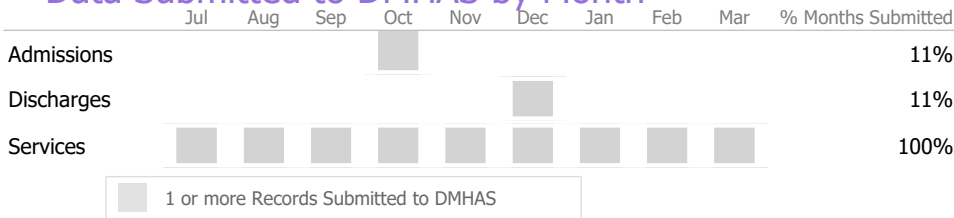
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	100%	90%	97%	10%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	11	0%
Admits	2	2	0%
Discharges	1	3	-67% ▼
Service Hours	172	144	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	94%	15% ▲

Service Utilization

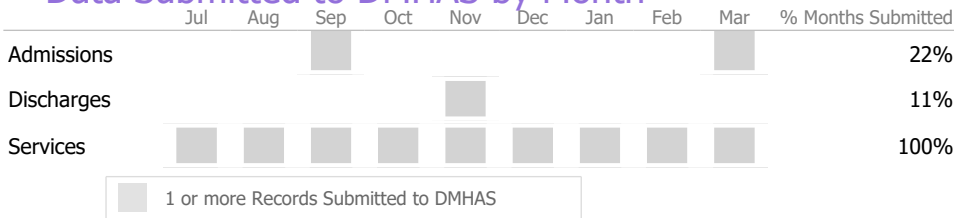
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	97%	10%

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

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