

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	412	469	-12% ▼
	Admits	273	455	-40% ▼
	Discharges	289	369	-22% ▼
	Service Hours	1,007	1,412	-29% ▼
	Bed Days	2,906	3,897	-25% ▼

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

### Consumer Satisfaction Survey

(Based on 440 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		97%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Quality and Appropriateness		97%	80%	93%
✓ Access		95%	80%	88%
✓ Respect		94%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		91%	80%	83%
✓ Recovery		90%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	207	38.6%
	Residential Services	80	14.9%
	Case Management	50	9.3%
<b>Other</b>	Other	189	35.3%
<b>Forensic SA</b>	Case Management	10	1.9%

### Client Demographics

Age	#	%	State Avg
18-25	36	9%	8%
26-34	99	24%	21%
35-44	135	33% ▲	22%
45-54	97	24%	20%
55-64	38	9% ▼	20%
65+	6	1%	9%

Gender	#	%	State Avg
Male	314	76% ▲	58%
Female	98	24% ▼	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	304	74%	69%
Hisp-Puerto Rican	95	23% ▲	12%
Hispanic-Other	12	3%	8%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%
Unknown			11% ▼

Race	#	%	State Avg
White/Caucasian	174	42% ▼	63%
Black/African American	136	33% ▲	16%
Other	98	24% ▲	13%
Am. Indian/Native Alaskan	3	1%	1%
Asian	1	0%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

■ 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.

# Case Management 931480

Wellmore

Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	50	0%
Admits	27	23	17% ▲
Discharges	27	28	-4%
Service Hours	124	153	-19% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	63%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		27	100%	50%	38%	50% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	76%	20%	27%	56% ▲
✓ Self Help		49	98%	60%	60%	38% ▲
✓ Stable Living Situation		48	96%	80%	82%	16% ▲

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	80%	10%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 8 Active Standard Case Management Programs

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

### Program Activity

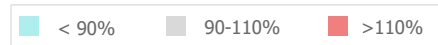
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	10	-60% ▼
Admits	3	8	-63% ▼
Discharges	3	9	-67% ▼
Bed Days	87	202	-57% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	85%	83%	15% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	42 days	0.8	32%	90%	57%	-58% ▼



\* State Avg based on 12 Active Recovery House Programs

### Data Submitted to DMHAS by Month

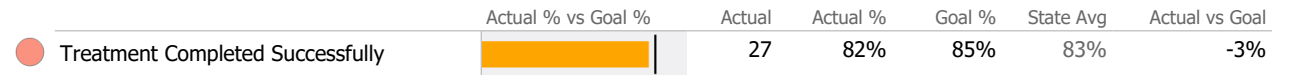
	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%

1 or more Records Submitted to DMHAS

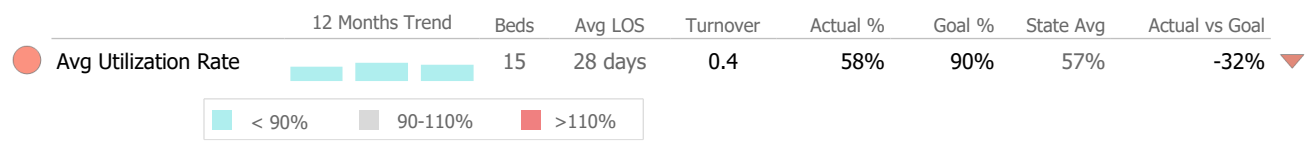
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	73	-47% ▼
Admits	32	63	-49% ▼
Discharges	33	66	-50% ▼
Bed Days	806	1,020	-21% ▼

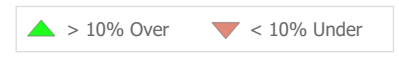
### Discharge Outcomes



### 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	189	175	8%
Admits	43	67	-36% ▼
Discharges	34	17	100% ▲
Service Hours	190	366	-48% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
<b>Co-occurring</b>		
✓ MH Screen Complete	100%	65%
✓ SA Screen Complete	100%	82%
<b>Diagnosis</b>		
✓ Valid Axis I Diagnosis	100%	92%
✓ Valid Axis V GAF Score	99%	92%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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

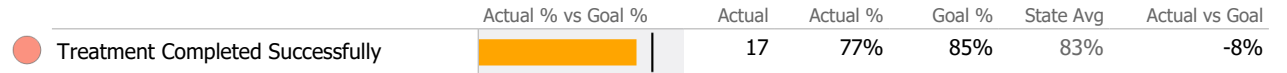
\* State Avg based on 6 Active Integrated Primary Care Programs

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

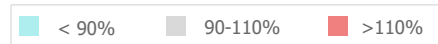
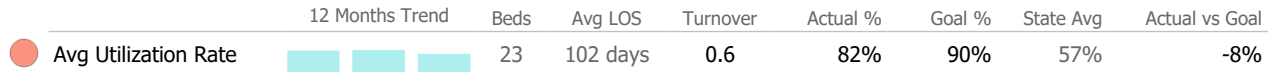
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	50	-24% ▼
Admits	21	34	-38% ▼
Discharges	22	29	-24% ▼
Bed Days	1,726	1,998	-14% ▼

### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS



\* State Avg based on 12 Active Recovery House Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	8	-13% ▼
Admits	3	5	-40% ▼
Discharges	4	4	0%
Service Hours	54	59	-9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	7%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█			33%
Discharges	█	█		67%
Services	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	50%	66%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	100%	60%	69%	40% ▲
✓ Employed		3	43%	20%	15%	23% ▲
✓ Stable Living Situation		7	100%	80%	40%	20% ▲
○ Self Help		4	57%	60%	47%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	30%	10%

▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ○ Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	32	-91% ▼
Admits	-	26	-100% ▼
Discharges	3	17	-82% ▼
Service Hours	6	148	-96% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	7%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	50%	66%	50% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		3	100%	60%	69%	40% ▲
✓ Employed		1	33%	20%	15%	13% ▲
● Stable Living Situation		2	67%	80%	40%	-13% ▼
● Self Help		0	0%	60%	47%	-60% ▼

### Service Utilization

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 8 Active Standard Case Management Programs



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	207	251	-18% ▼
Admits	141	221	-36% ▼
Discharges	158	192	-18% ▼
Service Hours	633	686	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
Valid TEDS Data	74%	87%
<b>On-Time Periodic</b>		
6 Month Updates	100%	17%
<b>Co-occurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		97	61%	50%	46%	11% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		196	91%	75%	68%	16% ▲
✓ Abstinence/Reduced Drug Use		119	55%	55%	41%	0%
● Employed		82	38%	50%	26%	-12% ▼
● Stable Living Situation		166	77%	95%	66%	-18% ▼
● Improved/Maintained Axis V GAF Score		107	67%	75%	34%	-8%
● Self Help		51	24%	60%	17%	-36% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		60	98%	90%	45%	8%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		120	88%	75%	58%	13% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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	7	14	-50% ▼
Admits	3	8	-63% ▼
Discharges	5	7	-29% ▼
Bed Days	287	677	-58% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	0%	14%
<b>Co-occurring</b>		
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	70%	62%	-50% ▼
No Re-admit within 30 Days of Discharge		5	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	64%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		4	57%	70%	53%	-13% ▼
Improved/Maintained Axis V GAF Score		4	67%	95%	79%	-28% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	137 days	1.1	39%	90%	72%	-51% ▼

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%

Legend: Grey square = 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

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