

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,120	5,228	-2%
	Admits	2,151	2,464	-13% ▼
	Discharges	1,807	2,305	-22% ▼
	Service Hours	7,337	8,048	-9%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	3,177	59.2%
	Intake	629	11.7%
	Medication Assisted Treatment	474	8.8%
	Case Management	87	1.6%
	Consultation	55	1.0%
	IOP	11	0.2%
<b>Forensic SA</b>	Forensics Community-based	896	16.7%
	Case Management	39	0.7%

### Consumer Satisfaction Survey

(Based on 349 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Respect		90%	80%	91%
✓ Quality and Appropriateness		89%	80%	93%
✓ General Satisfaction		88%	80%	92%
✓ Overall		87%	80%	91%
✓ Access		80%	80%	88%
● Outcome		75%	80%	83%
● Recovery		73%	80%	79%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	815	16%	9%	Male	2,924	57%	58%
26-34	1,436	28%	21%	Female	2,191	43%	42%
35-44	1,188	23%	22%	Transgender			0%
45-54	812	16%	19%				
55-64	639	12%	20%				
65+	223	4%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Unknown	3,275	64%	▲ 10%	White/Caucasian	2,919	57%	62%
Non-Hispanic	1,239	24%	▼ 70%	Unknown	756	15%	6%
Hisp-Puerto Rican	480	9%	12%	Black/African American	663	13%	17%
Hispanic-Other	101	2%	8%	Other	588	11%	13%
Hispanic-Mexican	17	0%	0%	Multiple Races	100	2%	1%
Hispanic-Cuban	8	0%	0%	Asian	46	1%	1%
				Am. Indian/Native Alaskan	30	1%	1%
				Hawaiian/Other Pacific Islander	18	0%	0%

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

**Access Line**

Wheeler Clinic

Addiction - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

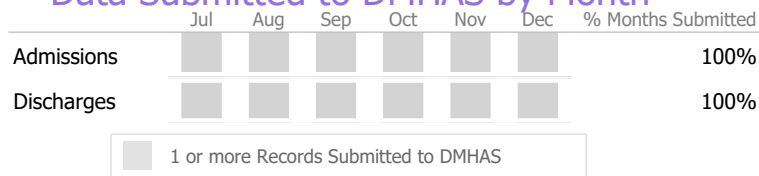
Program Quality Dashboard

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	629	533	18% ▲
Admits	761	604	26% ▲
Discharges	761	604	26% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 1 Active Central Intake 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	18	100% ▲
Admits	15	7	114% ▲
Discharges	11	7	57% ▲
Service Hours	193	26	

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	73%	75%	72%	-2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	92%	90%	95%	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%
✓ Valid TEDS Data		38%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		53%

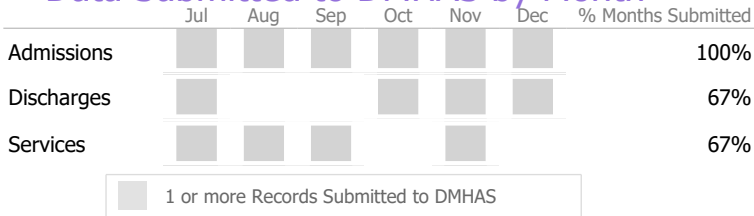
Co-occurring	Actual	State Avg
✓ MH Screen Complete		99%
✓ SA Screen Complete		99%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		100%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		10	67%	75%	77%	-8%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

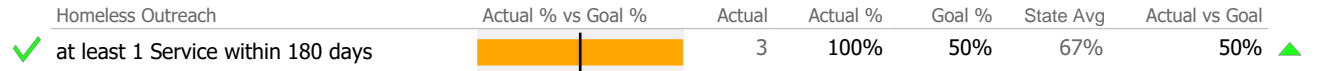
\* State Avg based on 4 Active Gambling Outpatient Programs

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

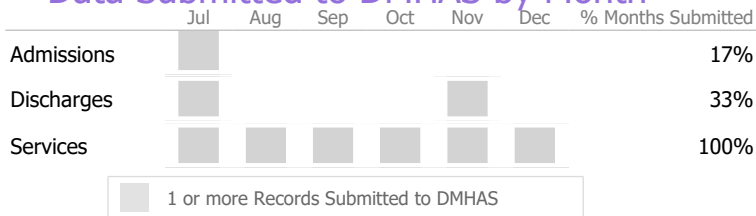
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	72	-58% ▼
Admits	3	5	-40% ▼
Discharges	4	-	
Service Hours	204	207	-1%

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 23 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	-	-	
Discharges	1	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	0%	80%
Valid TEDS Data	0%	84%
<b>On-Time Periodic</b>		
6 Month Updates	0%	1%
<b>Co-occurring</b>		
MH Screen Complete	N/A	83%
SA Screen Complete	N/A	83%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	61%	50% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	57%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		0	0%	50%	26%	-50% ▼
● Abstinence/Reduced Drug Use		0	0%	55%	52%	-55% ▼
● Self Help		0	0%	60%	25%	-60% ▼
● Not Arrested		0	0%	75%	81%	-75% ▼
● Stable Living Situation		0	0%	95%	84%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	55%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 52 Active Standard IOP Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	117	-33% ▼
Admits	18	44	-59% ▼
Discharges	23	45	-49% ▼
Service Hours	71	340	-79% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	66%	85%
Valid TEDS Data	79%	84%
<b>On-Time Periodic</b>		
6 Month Updates	10%	21%
<b>Co-occurring</b>		
MH Screen Complete	100%	90%
SA Screen Complete	100%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	65%	50%	53%	15% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Not Arrested		39	50%	75%	74%	-25% ▼
● Abstinence/Reduced Drug Use		19	24%	55%	47%	-31% ▼
● Employed		15	19%	50%	30%	-31% ▼
● Self Help		11	14%	60%	18%	-46% ▼
● Stable Living Situation		38	49%	95%	73%	-46% ▼

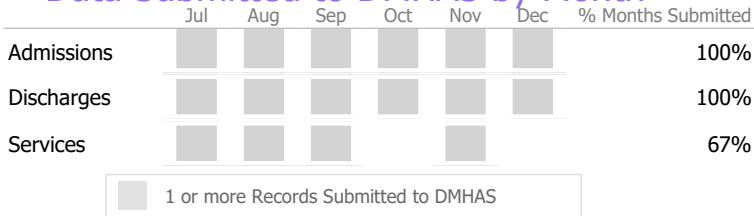
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		15	27%	90%	60%	-63% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		8	44%	75%	60%	-31% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 107 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	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 71%
Valid TEDS Data		N/A 98%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 11%

Co-occurring	Actual	State Avg
MH Screen Complete		N/A 95%
SA Screen Complete		N/A 99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	72%	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%	29%	-55% ▼
Employed		N/A	N/A	50%	29%	-50% ▼
Not Arrested		N/A	N/A	75%	49%	-75% ▼
Self Help		N/A	N/A	60%	31%	-60% ▼
Stable Living Situation		N/A	N/A	95%	74%	-95% ▼

### Data Submitted to DMHAS by 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 7 Active Naltrexone Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	474	307	54% ▲
Admits	81	61	33% ▲
Discharges	-	-	
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	64%	87%
Valid TEDS Data	99%	96%
<b>On-Time Periodic</b>		
6 Month Updates	0%	26%
<b>Co-occurring</b>		
MH Screen Complete	100%	73%
SA Screen Complete	100%	86%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

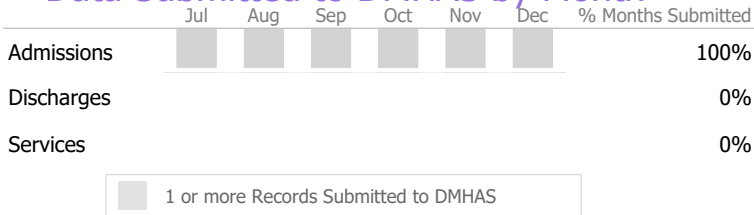
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		224	47%	75%	64%	-28% ▼
Abstinence/Reduced Drug Use		110	23%	55%	47%	-32% ▼
Employed		41	9%	50%	24%	-41% ▼
Self Help		80	17%	60%	18%	-43% ▼
Stable Living Situation		183	39%	95%	63%	-56% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	39%	N/A ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 22 Active Buprenorphine Maintenance Programs

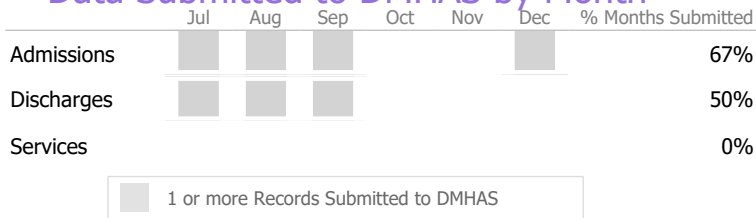
Variations in data may be indicative of operational adjustments related to the pandemic.



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	41	34% ▲
Admits	14	27	-48% ▼
Discharges	11	22	-50% ▼
Service Hours	-	-	

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 1 Active Consultation Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	8	100% ▲
Admits	3	2	50% ▲
Discharges	12	2	500% ▲
Service Hours	51	10	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	33%	4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	50%	50%	63%	0%

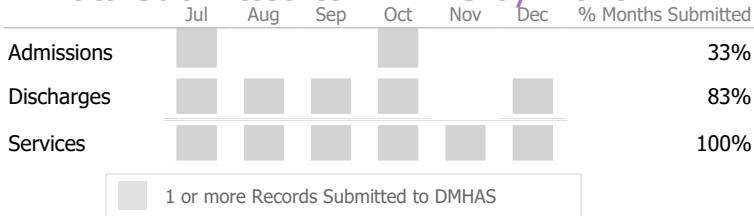
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		7	44%	20%	17%	24% ▲
✓ Social Support		13	81%	60%	73%	21% ▲
✓ Stable Living Situation		14	88%	80%	48%	8%
○ Self Help		5	31%	60%	52%	-29% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Clients Receiving Services		1	25%	90%	22%	-65% ▼

### Data Submitted to DMHAS by Month



▲ > 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	26	42	-38% ▼
Admits	3	19	-84% ▼
Discharges	4	12	-67% ▼
Service Hours	11	28	-61% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	63%	25% ▲

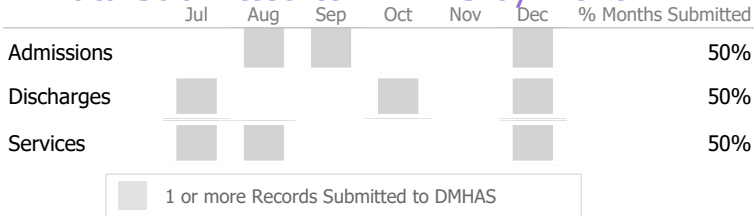
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		0	0%	20%	17%	-20% ▼
● Social Support		7	27%	60%	73%	-33% ▼
● Self Help		6	23%	60%	52%	-37% ▼
● Stable Living Situation		0	0%	80%	48%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	9%	90%	22%	-81% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

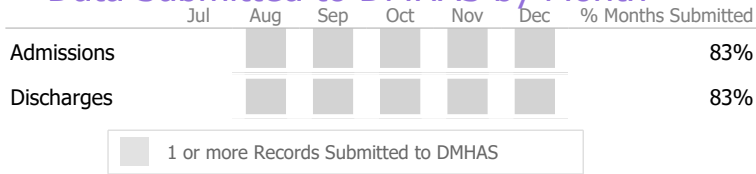
Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	239	553	-57% ▼
Admits	53	265	-80% ▼
Discharges	49	283	-83% ▼

### Data Submitted to DMHAS by Month



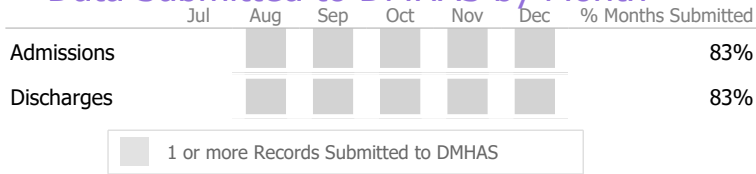
\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	658	1,029	-36% ▼
Admits	66	346	-81% ▼
Discharges	65	320	-80% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,734	1,487	17% ▲
Admits	687	566	21% ▲
Discharges	434	585	-26% ▼
Service Hours	3,977	4,512	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	61%	85%
Valid TEDS Data	77%	84%
<b>On-Time Periodic</b>		
6 Month Updates	24%	21%
<b>Co-occurring</b>		
MH Screen Complete	100%	90%
SA Screen Complete	100%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	98%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		322	74%	50%	53%	24% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		1,328	77%	75%	74%	2%
● Abstinence/Reduced Drug Use		633	37%	55%	47%	-18% ▼
● Stable Living Situation		1,207	70%	95%	73%	-25% ▼
● Employed		281	16%	50%	30%	-34% ▼
● Self Help		328	19%	60%	18%	-41% ▼

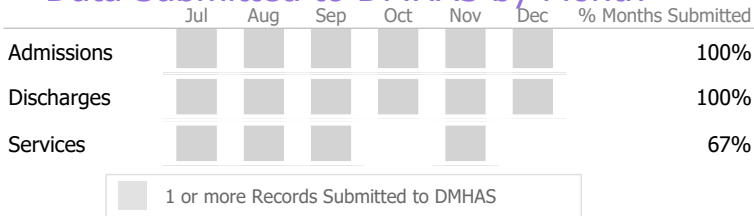
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		882	68%	90%	60%	-22% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		350	51%	75%	60%	-24% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 107 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	1,369	1,204	14% ▲
Admits	444	445	0%
Discharges	428	367	17% ▲
Service Hours	2,829	2,925	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	58%	85%
Valid TEDS Data	71%	84%
<b>On-Time Periodic</b>		
6 Month Updates	20%	21%
<b>Co-occurring</b>		
MH Screen Complete	100%	90%
SA Screen Complete	100%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		209	49%	50%	53%	-1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		849	62%	75%	74%	-13% ▼
Abstinence/Reduced Drug Use		433	32%	55%	47%	-23% ▼
Employed		279	20%	50%	30%	-30% ▼
Stable Living Situation		802	58%	95%	73%	-37% ▼
Self Help		149	11%	60%	18%	-49% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		499	53%	90%	60%	-37% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		264	60%	75%	60%	-15% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

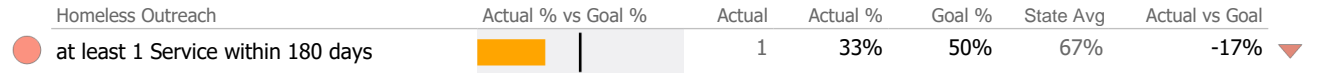
\* State Avg based on 107 Active Standard Outpatient Programs

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

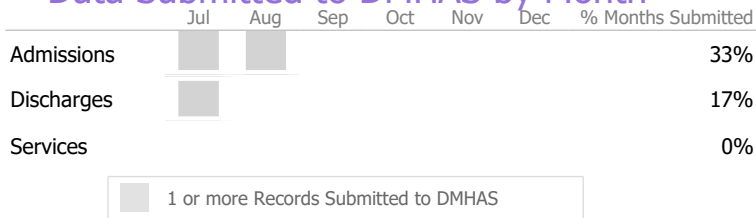
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	66	-14% ▼
Admits	3	49	-94% ▼
Discharges	4	5	-20% ▼
Service Hours	-	-	

### Service Engagement



### Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 23 Active Outreach & Engagement Programs