

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	700	879	-20%	▼
	Admits	803	1,248	-36%	▼
	Discharges	807	1,084	-26%	▼
	Service Hours	2,752	4,512	-39%	▼
	Bed Days	8,939	12,065	-26%	▼

▲ > 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	#	%
Addiction	Outpatient	444	44.5%
	Residential Services	174	17.4%
	Case Management	96	9.6%
Other	Other	269	27.0%
Forensic SA	Case Management	15	1.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	79	11%	10%	Male	505	72%	▲ 58%
26-34	198	28%	22%	Female	195	28%	▼ 42%
35-44	219	31%	23%	Transgender			0%
45-54	132	19%	19%				
55-64	64	9%	19%				
65+	7	1%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	499	71%	69%	White/Caucasian	302	43%	▼ 62%
Hisp-Puerto Rican	172	25%	▲ 12%	Black/African American	215	31%	▲ 17%
Hispanic-Other	24	3%	8%	Other	178	25%	▲ 13%
Hispanic-Mexican	3	0%	0%	Am. Indian/Native Alaskan	4	1%	0%
Hispanic-Cuban	2	0%	0%	Asian	1	0%	1%
Unknown			▼ 11%	Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%
				Unknown			6%

■ 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 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	101	-5%
Admits	73	74	-1%
Discharges	74	69	7%
Service Hours	324	455	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
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		74	100%	50%	52%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		57	59%	20%	28%	39% ▲
✓ Self Help		95	99%	60%	60%	39% ▲
✓ Stable Living Situation		92	96%	80%	82%	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		21	91%	90%	84%	1% ▲

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

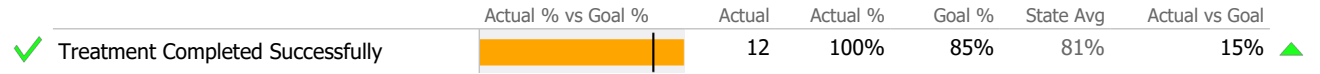
* State Avg based on 8 Active Standard Case Management Programs

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

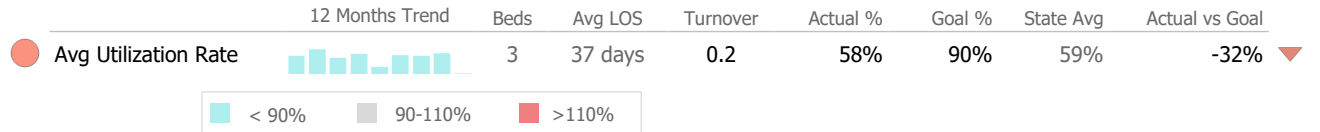
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	28	-46% ▼
Admits	14	26	-46% ▼
Discharges	12	28	-57% ▼
Bed Days	477	652	-27% ▼

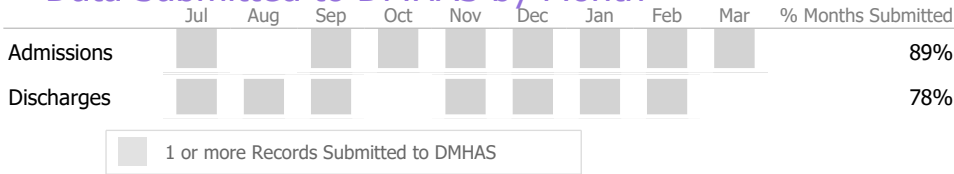
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 12 Active Recovery House Programs

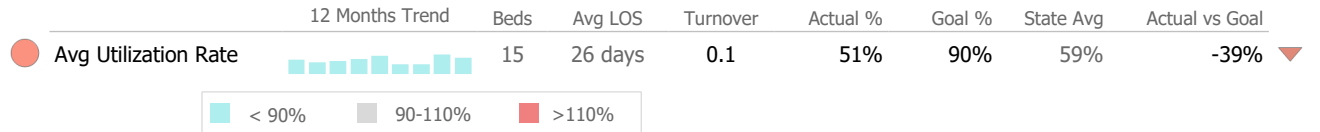
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	163	-45% ▼
Admits	87	177	-51% ▼
Discharges	92	186	-51% ▼
Bed Days	2,096	3,091	-32% ▼

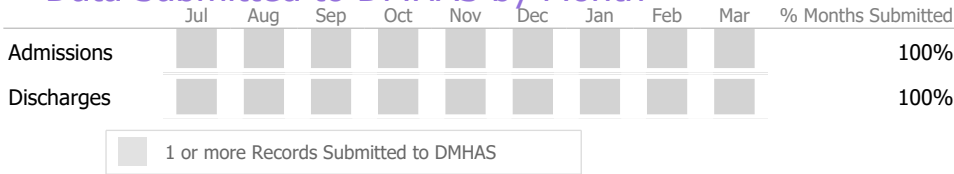
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 12 Active Recovery House Programs

Program Activity

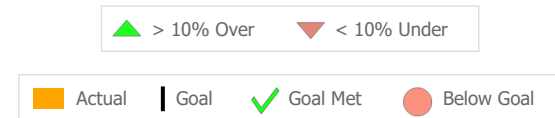
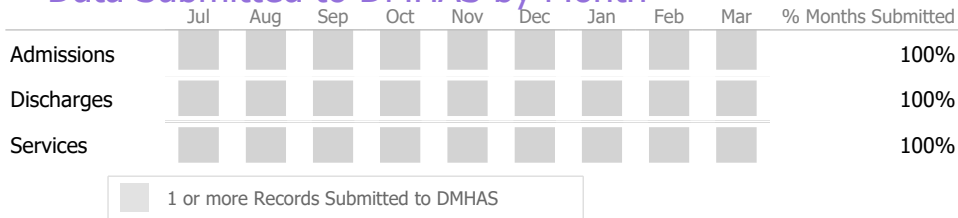
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	269	320	-16% ▼
Admits	124	211	-41% ▼
Discharges	110	75	47% ▲
Service Hours	490	1,350	-64% ▼

Data Submission Quality

Data Entry Actual State Avg



Data Submitted to DMHAS by Month



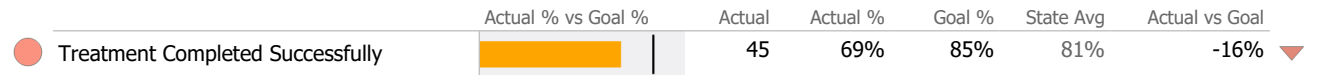
* State Avg based on 6 Active Integrated Primary Care Programs

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

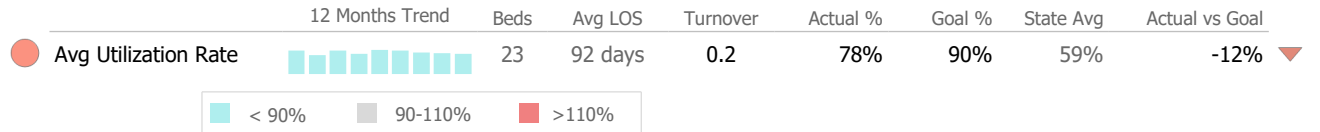
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	81	98	-17% ▼
Admits	67	88	-24% ▼
Discharges	65	83	-22% ▼
Bed Days	4,945	6,422	-23% ▼

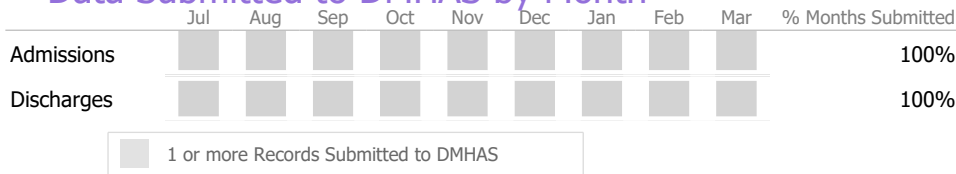
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 12 Active Recovery House Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	22	-64% ▼
Admits	4	20	-80% ▼
Discharges	8	18	-56% ▼
Service Hours	89	147	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic 6 Month Updates	N/A	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	100%	50%	66%	50% ▲

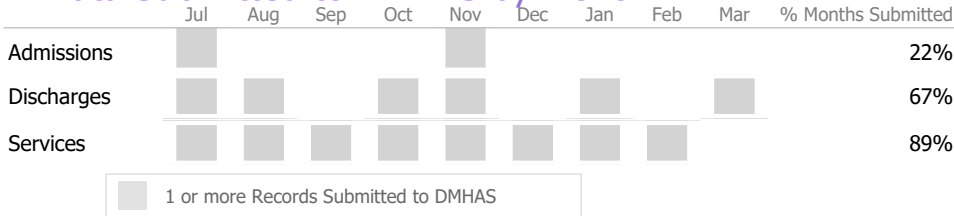
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		8	100%	60%	81%	40% ▲
✓ Employed		4	50%	20%	19%	30% ▲
✓ Stable Living Situation		7	88%	80%	56%	8% ▲
● Self Help		3	38%	60%	52%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	60%	N/A ▼

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	70	-90% ▼
Admits	4	64	-94% ▼
Discharges	5	55	-91% ▼
Service Hours	15	496	-97% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	100%	50%	66%	50% ▲

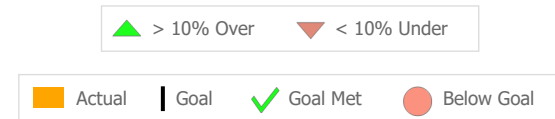
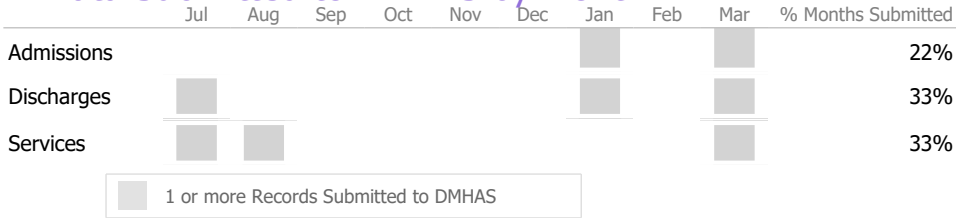
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		7	100%	60%	81%	40% ▲
● Employed		1	14%	20%	19%	-6%
● Stable Living Situation		4	57%	80%	56%	-23% ▼
● Self Help		1	14%	60%	52%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	60%	10%

Data Submitted to DMHAS by Month



* State Avg based on 8 Active Standard Case Management Programs

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Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	444	527	-16% ▼
Admits	415	566	-27% ▼
Discharges	429	549	-22% ▼
Service Hours	1,834	2,064	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Valid TEDS Data	76%	85%
On-Time Periodic		
6 Month Updates	50%	21%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		270	63%	50%	51%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		444	91%	75%	76%	16% ▲
● Abstinence/Reduced Drug Use		246	50%	55%	48%	-5%
● Stable Living Situation		397	81%	95%	76%	-14% ▼
● Employed		162	33%	50%	31%	-17% ▼
● Self Help		111	23%	60%	18%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		63	100%	90%	69%	10%

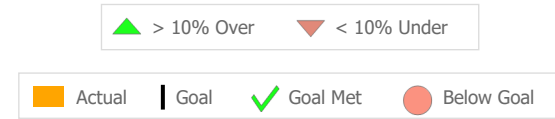
Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		356	94%	75%	62%	19% ▲

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



* State Avg based on 109 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	19	27	-30% ▼
Admits	15	22	-32% ▼
Discharges	12	21	-43% ▼
Bed Days	1,421	1,900	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	5%
Co-occurring		
MH Screen Complete	100%	89%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	42%	70%	67%	-28% ▼
No Re-admit within 30 Days of Discharge		11	92%	85%	89%	7%
Follow-up within 30 Days of Discharge		3	60%	90%	70%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		11	58%	70%	68%	-12% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	134 days	0.3	65%	90%	79%	-25% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■		■	■	■		■	■	78%
Discharges	■	■				■		■	■	56%

Legend: ■ 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

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