Connecticut Counseling Centers Inc.
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - June 2021   (Data as of Sep 20, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,091	2,188	-4%	
	Admits	495	598	-17%	▼
	Discharges	596	606	-2%	
	Service Hours	16,549	18,608	-11%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Medication Assisted Treatment		2,091	100.0%

Consumer Satisfaction Survey   (Based on 592 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		94%	80%	92%
✓	Respect		93%	80%	91%
✓	Quality and Appropriateness		93%	80%	93%
✓	Overall		92%	80%	91%
✓	Outcome		89%	80%	83%
✓	General Satisfaction		88%	80%	92%
✓	Access		86%	80%	88%
✓	Recovery		85%	80%	79%

Satisfied %	Goal %	0-80%	80-100%	✓ Goal Met	⬤ Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	59	3%	10%
26-34	549	26%	22%
35-44	658	31%	23%
45-54	425	20%	19%
55-64	298	14%	18%
65+	102	5%	7%

Gender

Gender	#	%	State Avg
Male	1,306	63%	59%
Female	777	37%	41%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	1,605	77%	68%
Hisp-Puerto Rican	200	10%	11%
Hispanic-Other	162	8%	8%
Unknown	121	6%	12%
Hispanic-Mexican	3	0%	0%
Hispanic-Cuban			0%

Race

Race	#	%		State Avg
White/Caucasian	1,811	87%	▲	61%
Black/African American	131	6%	▼	17%
Other	131	6%		13%
Am. Indian/Native Alaskan	7	0%		0%
Asian	4	0%		1%
Unknown	4	0%		6%
Hawaiian/Other Pacific Islander	3	0%		0%
Multiple Races				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.

Dnbry MM 1.3 051723
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	859	914	-6%	
Admits	194	222	-13%	▼
Discharges	247	261	-5%	
Service Hours	4,733	6,648	-29%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	99%
✓	Valid TEDS Data	100%	100%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	50%	80%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	90%
✓	SA Screen Complete	100%	90%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		83	34%	50%	55%	-16%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		800	87%	75%	94%	12%	▲
✓	Abstinence/Reduced Drug Use		523	57%	50%	69%	7%	
✓	Employed		394	43%	40%	42%	3%	
🔴	Stable Living Situation		785	85%	90%	91%	-5%	
🔴	Self Help		414	45%	60%	55%	-15%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		357	53%	90%	90%	-37%	▼

Service Engagement

	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Length of Stay over 1 Year		689	80%	50%	69%	30%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 33 Active Methadone Maintenance Programs

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

Norwalk MM 900515
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	255	281	-9%	
Admits	53	79	-33%	▼
Discharges	78	90	-13%	▼
Service Hours	4,297	4,677	-8%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%
Valid TEDS Data		99%	100%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	80%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	90%
✓ SA Screen Complete		100%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		54	69%	50%	55%	19%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		221	84%	60%	55%	24%	▲
✓	Not Arrested		261	99%	75%	94%	24%	▲
✓	Abstinence/Reduced Drug Use		183	69%	50%	69%	19%	▲
✓	Employed		150	57%	40%	42%	17%	▲
✓	Stable Living Situation		261	99%	90%	91%	9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		185	99%	90%	90%	9%	

Service Engagement

Medication Assisted Treatment		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Length of Stay over 1 Year		197	77%	50%	69%	27%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 33 Active Methadone Maintenance Programs

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

Recovery Coach - Meth
Connecticut Counseling Centers Inc.
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

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	Apr	May	Jun	% 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 9 Active Peer Based Mentoring Programs

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

STR - MAT Y2
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2	5	-60%	▼
Admits	-	-		
Discharges	-	3	-100%	▼
Service Hours	62	67	-7%	

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	88%
✔	Valid TEDS Data	100%	95%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	23%

Co-occurring		Actual	State Avg
	MH Screen Complete	N/A	80%
	SA Screen Complete	N/A	89%

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		N/A	N/A	50%	48%	N/A

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		2	100%	75%	70%	25%	▲
✔	Stable Living Situation		2	100%	95%	67%	5%	
✔	Employed		1	50%	50%	24%	0%	
🔴	Abstinence/Reduced Drug Use		1	50%	55%	50%	-5%	
🔴	Self Help		0	0%	60%	19%	-60%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		2	100%	90%	38%	10%

Data Submitted to DMHAS by Month
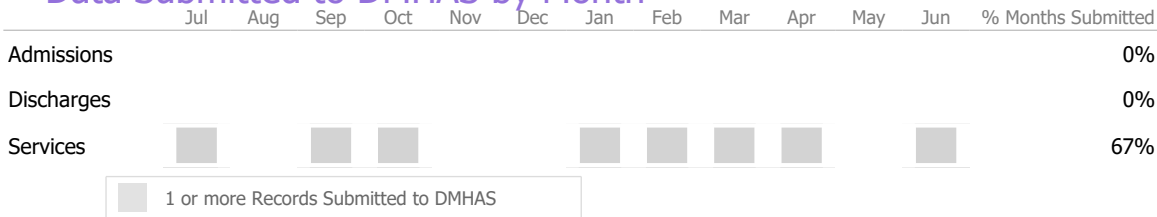
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services	▪		▪	▪			▪	▪	▪	▪		▪	67%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 21 Active Buprenorphine Maintenance Programs

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

STR MAT Y2
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	1		▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	-	3	-100%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		N/A	88%
Valid TEDS Data		N/A	95%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
6 Month Updates		N/A	23%

Co-occurring	Actual % vs Goal	Actual	State Avg
MH Screen Complete		N/A	80%
SA Screen Complete		N/A	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	48%	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%	50%	-55%	▼
● Employed		N/A	N/A	50%	24%	-50%	▼
● Not Arrested		N/A	N/A	75%	70%	-75%	▼
● Self Help		N/A	N/A	60%	19%	-60%	▼
● Stable Living Situation		N/A	N/A	95%	67%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		N/A	N/A	90%	38%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 21 Active Buprenorphine Maintenance Programs

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

Waterbury MM 100447
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	978	993	-2%	
Admits	248	296	-16%	▼
Discharges	271	251	8%	
Service Hours	7,458	7,214	3%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	99%
✓	Valid TEDS Data	100%	100%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	66%	80%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	90%
✓	SA Screen Complete	100%	90%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		106	39%	50%	55%	-11%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		836	80%	75%	94%	5%	
🔴	Abstinence/Reduced Drug Use		483	46%	50%	69%	-4%	
🔴	Employed		324	31%	40%	42%	-9%	
🔴	Stable Living Situation		821	79%	90%	91%	-11%	▼
🔴	Self Help		332	32%	60%	55%	-28%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		546	70%	90%	90%	-20%	▼

Service Engagement

Medication Assisted Treatment		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Length of Stay over 1 Year		742	76%	50%	69%	26%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 33 Active Methadone Maintenance Programs

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