

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,796	1,751	3%
	Admits	960	1,109	-13% ▼
	Discharges	595	985	-40% ▼
	Service Hours	7,343	9,407	-22% ▼
	Bed Days	40,947	24,094	70% ▲
	S.Rehab/PHP/IOP	1,001	2,054	-51% ▼

Consumer Satisfaction Survey

(Based on 451 FY20 Surveys)

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

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Medication Assisted Treatment	1,383	64.3%
	Residential Services	288	13.4%
	Outpatient	233	10.8%
	IOP	146	6.8%
	Recovery Support	100	4.7%

Client Demographics

Age	#	%	State Avg
18-25	65	4%	10%
26-34	316	18%	22%
35-44	482	27%	23%
45-54	414	23%	19%
55-64	389	22%	18%
65+	104	6%	7%

Gender	#	%	State Avg
Male	1,258	70%	▲ 59%
Female	533	30%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	908	51%	▼ 68%
Unknown	374	21%	12%
Hisp-Puerto Rican	347	19%	11%
Hispanic-Other	147	8%	8%
Hispanic-Mexican	16	1%	0%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	1,219	68%	61%
Black/African American	304	17%	17%
Unknown	251	14%	6%
Asian	8	0%	1%
Am. Indian/Native Alaskan	7	0%	0%
Hawaiian/Other Pacific Islander	7	0%	0%
Multiple Races			1%
Other			▼ 13%

■ 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	89	106	-16% ▼
Admits	79	92	-14% ▼
Discharges	52	95	-45% ▼
Service Hours	34	-	
Social Rehab/PHP/IOP Days	505	1,014	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	83%
Valid TEDS Data	90%	87%
On-Time Periodic		
6 Month Updates	0%	1%
Co-occurring		
MH Screen Complete	71%	85%
SA Screen Complete	84%	85%
Diagnosis		
Valid Axis I Diagnosis	94%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	40%	50%	58%	-10% ▼
Follow-up within 30 Days of Discharge		9	43%	90%	56%	-47% ▼

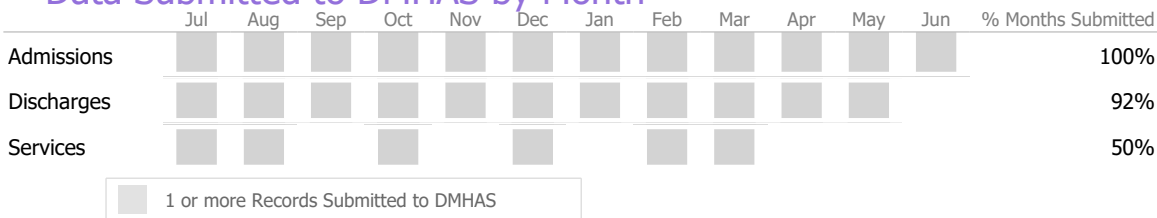
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		83	84%	75%	78%	9%
Abstinence/Reduced Drug Use		53	54%	55%	54%	-1%
Stable Living Situation		90	91%	95%	85%	-4%
Self Help		34	34%	60%	24%	-26% ▼
Employed		16	16%	50%	26%	-34% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	43%	90%	52%	-47% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 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	955	906	5%
Admits	219	308	-29% ▼
Discharges	151	204	-26% ▼
Service Hours	4,468	5,340	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
Valid TEDS Data	95%	99%
On-Time Periodic		
6 Month Updates	3%	81%
Co-occurring		
MH Screen Complete	66%	89%
SA Screen Complete	87%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		47	31%	50%	54%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		877	90%	75%	94%	15% ▲
Abstinence/Reduced Drug Use		571	59%	50%	69%	9%
Stable Living Situation		822	84%	90%	90%	-6%
Employed		311	32%	40%	42%	-8%
Self Help		179	18%	60%	55%	-42% ▼

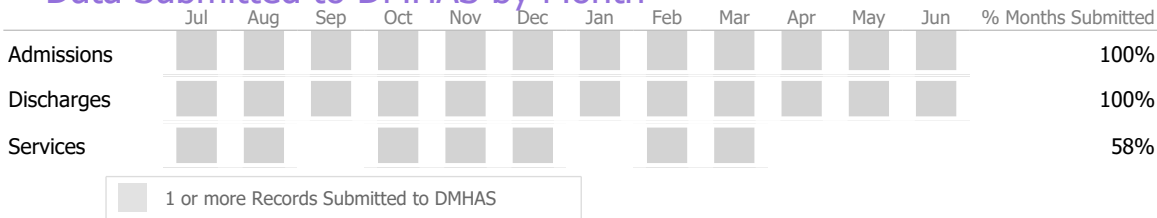
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		742	90%	90%	90%	0%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		729	76%	50%	69%	26% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Methadone 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	87	40	118% ▲
Admits	66	31	113% ▲
Discharges	39	18	117% ▲
Service Hours	306	146	110% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	86%
Valid TEDS Data	92%	86%
On-Time Periodic		
6 Month Updates	0%	26%
Co-occurring		
MH Screen Complete	64%	92%
SA Screen Complete	85%	96%
Diagnosis		
Valid Axis I Diagnosis	91%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	28%	50%	51%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		69	77%	75%	79%	2%
Stable Living Situation		75	83%	95%	78%	-12% ▼
Employed		33	37%	50%	32%	-13% ▼
Abstinence/Reduced Drug Use		34	38%	55%	49%	-17% ▼
Self Help		7	8%	60%	18%	-52% ▼

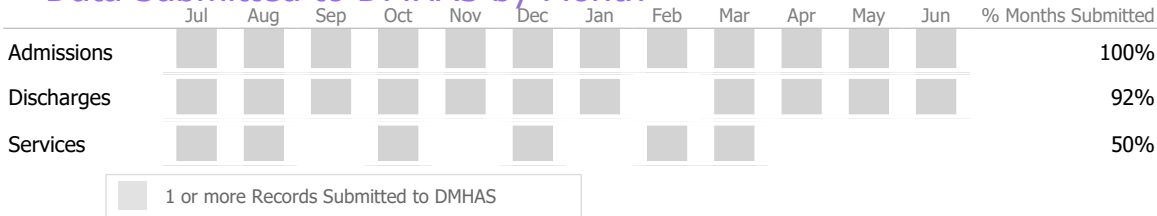
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		31	61%	90%	72%	-29% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		36	56%	75%	61%	-19% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 110 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	33	48	-31% ▼
Admits	29	40	-28% ▼
Discharges	25	44	-43% ▼
Bed Days	2,861	3,285	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	88%
Valid TEDS Data	93%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	4%
Co-occurring	Actual	State Avg
MH Screen Complete	52%	88%
SA Screen Complete	79%	88%
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		18	72%	70%	68%	2%
No Re-admit within 30 Days of Discharge		23	92%	85%	89%	7%
Follow-up within 30 Days of Discharge		17	94%	90%	70%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		17	49%	70%	68%	-21% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	147 days	0.2	78%	90%	83%	-12% ▼

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█		█	█	█	█	█	█	█		█	█	83%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	41	-17% ▼
Admits	16	22	-27% ▼
Discharges	14	25	-44% ▼
Service Hours	107	205	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	86%
Valid TEDS Data	87%	86%
On-Time Periodic		
6 Month Updates	0%	26%
Co-occurring		
MH Screen Complete	75%	92%
SA Screen Complete	94%	96%
Diagnosis		
Valid Axis I Diagnosis	97%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		13	93%	50%	51%	43% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		26	76%	75%	79%	1%
Abstinence/Reduced Drug Use		11	32%	55%	49%	-23% ▼
Stable Living Situation		23	68%	95%	78%	-27% ▼
Self Help		8	24%	60%	18%	-36% ▼
Employed		3	9%	50%	32%	-41% ▼

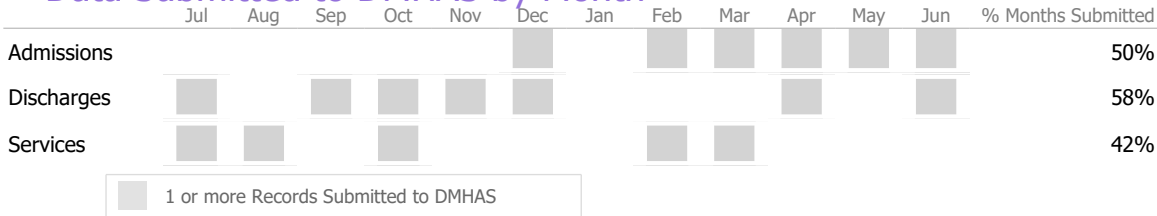
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		13	59%	90%	72%	-31% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	63%	75%	61%	-13% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 110 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	116	99	17% ▲
Admits	75	75	0%
Discharges	54	58	-7%
Service Hours	298	714	-58% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	86%
Valid TEDS Data	96%	86%
On-Time Periodic		
6 Month Updates	0%	26%
Co-occurring		
MH Screen Complete	59%	92%
SA Screen Complete	80%	96%
Diagnosis		
Valid Axis I Diagnosis	97%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	48%	50%	51%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		99	83%	75%	79%	8%
Employed		54	45%	50%	32%	-5%
Abstinence/Reduced Drug Use		58	49%	55%	49%	-6%
Stable Living Situation		98	82%	95%	78%	-13% ▼
Self Help		31	26%	60%	18%	-34% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	31%	90%	72%	-59% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	22%	75%	61%	-53% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	50%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 110 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	53	81	-35% ▼
Admits	48	61	-21% ▼
Discharges	20	76	-74% ▼
Bed Days	7,791	6,661	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	88%
Valid TEDS Data	85%	98%
On-Time Periodic		
6 Month Updates	0%	4%
Co-occurring		
MH Screen Complete	65%	88%
SA Screen Complete	75%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	80%	70%	68%	10% ▲
No Re-admit within 30 Days of Discharge		19	95%	85%	89%	10%
Follow-up within 30 Days of Discharge		5	31%	90%	70%	-59% ▼

Recovery

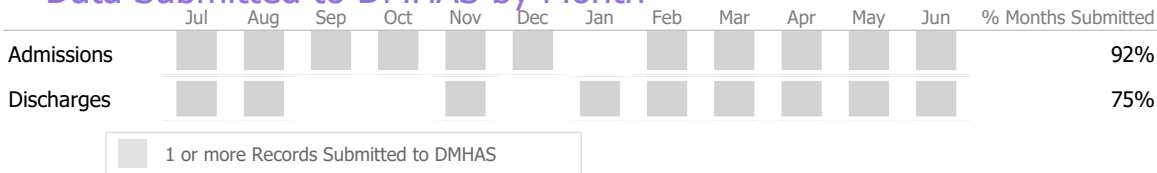
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		39	72%	70%	68%	2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		22	259 days	0.2	97%	90%	83%	7%

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

Data Submitted to DMHAS by Month



▲ > 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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	207	186	11% ▲
Admits	171	161	6%
Discharges	94	154	-39% ▼
Bed Days	30,295	14,148	114% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	88%
Valid TEDS Data	94%	98%
On-Time Periodic		
6 Month Updates	0%	4%
Co-occurring		
MH Screen Complete	83%	88%
SA Screen Complete	90%	88%
Diagnosis		
Valid Axis I Diagnosis	99%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		61	65%	70%	68%	-5%
No Re-admit within 30 Days of Discharge		77	82%	85%	89%	-3%
Follow-up within 30 Days of Discharge		38	62%	90%	70%	-28%

Recovery

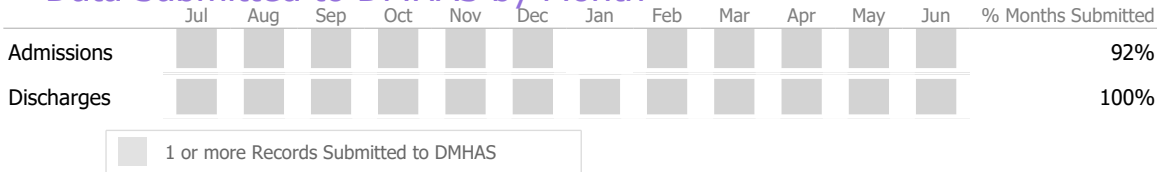
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		86	40%	70%	68%	-30%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		31	263 days	0.1	268%	90%	83%	178% ▲

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

Data Submitted to DMHAS by Month



▲ > 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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	124	-53% ▼
Admits	42	122	-66% ▼
Discharges	34	131	-74% ▼
Social Rehab/PHP/IOP Days	496	1,040	-52% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	83%
Valid TEDS Data	100%	87%
On-Time Periodic		
6 Month Updates	0%	1%
Co-occurring		
MH Screen Complete	100%	85%
SA Screen Complete	100%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	68%	50%	58%	18% ▲
Follow-up within 30 Days of Discharge		10	43%	90%	56%	-47% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		47	80%	75%	78%	5%
Abstinence/Reduced Drug Use		33	56%	55%	54%	1%
Self Help		31	53%	60%	24%	-7%
Stable Living Situation		42	71%	95%	85%	-24% ▼
Employed		11	19%	50%	26%	-31% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 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	446	501	-11% ▼
Admits	115	197	-42% ▼
Discharges	110	180	-39% ▼
Service Hours	2,080	3,003	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
Valid TEDS Data	95%	99%
On-Time Periodic		
6 Month Updates	2%	81%
Co-occurring		
MH Screen Complete	75%	89%
SA Screen Complete	80%	90%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		52	47%	50%	54%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		307	67%	50%	69%	17% ▲
Not Arrested		414	91%	75%	94%	16% ▲
Employed		165	36%	40%	42%	-4%
Stable Living Situation		377	82%	90%	90%	-8%
Self Help		85	19%	60%	55%	-41% ▼

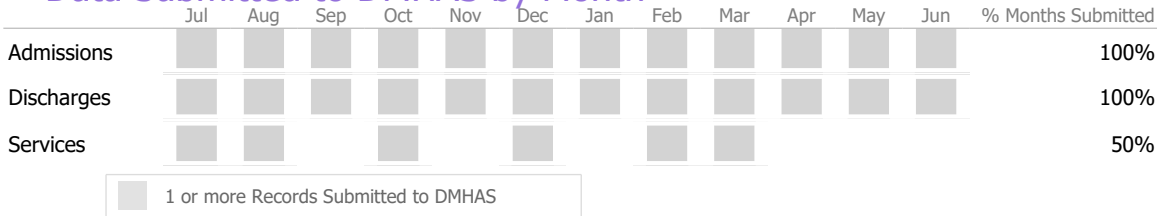
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		323	93%	90%	90%	3%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		317	71%	50%	69%	21% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 33 Active Methadone Maintenance Programs

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

SOR Recovery Coach - MM

Liberation Programs

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 27, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	100		
Admits	100	-	
Discharges	2	-	
Service Hours	51	-	

Data Submitted to DMHAS by Month



▲ > 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.


Program Activity

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

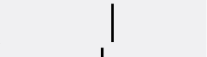

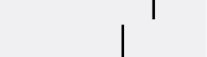
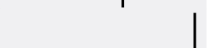

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A 88%	88%
Valid TEDS Data	 N/A 95%	95%
On-Time Periodic		
6 Month Updates	 N/A 23%	23%
Co-occurring		
MH Screen Complete	 N/A 80%	80%
SA Screen Complete	 N/A 89%	89%

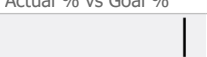
Discharge Outcomes

	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