

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	851	988	-14% ▼
	Admits	1,099	1,440	-24% ▼
	Discharges	1,132	1,376	-18% ▼
	Service Hours	3,649	5,541	-34% ▼
	Bed Days	12,046	15,238	-21% ▼

▲ > 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	555	44.5%
	Residential Services	227	18.2%
	Case Management	116	9.3%
Other	Other	315	25.2%
Forensic SA	Case Management	35	2.8%

Client Demographics

Age	#	%	State Avg
18-25	94	11%	10%
26-34	245	29%	22%
35-44	264	31%	23%
45-54	162	19%	19%
55-64	76	9%	18%
65+	9	1%	7%

Gender	#	%	State Avg
Male	621	73%	▲ 59%
Female	230	27%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	602	71%	68%
Hisp-Puerto Rican	211	25%	▲ 11%
Hispanic-Other	28	3%	8%
Hispanic-Mexican	6	1%	0%
Hispanic-Cuban	3	0%	0%
Unknown	1	0%	▼ 12%

Race	#	%	State Avg
White/Caucasian	357	42%	▼ 61%
Black/African American	271	32%	▲ 17%
Other	216	25%	▲ 13%
Am. Indian/Native Alaskan	5	1%	0%
Asian	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%
Unknown			6%

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

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 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	116	0%
Admits	93	89	4%
Discharges	99	93	6%
Service Hours	433	581	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	66%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		99	100%	50%	52%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		115	99%	60%	61%	39% ▲
✓ Employed		67	58%	20%	29%	38% ▲
✓ Stable Living Situation		111	96%	80%	82%	16% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	94%	90%	85%	4%

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

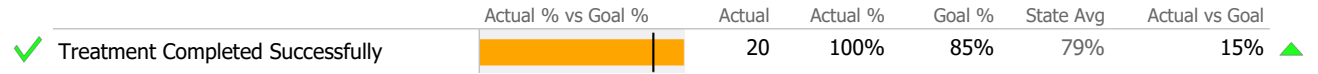
* State Avg based on 8 Active Standard Case Management Programs

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

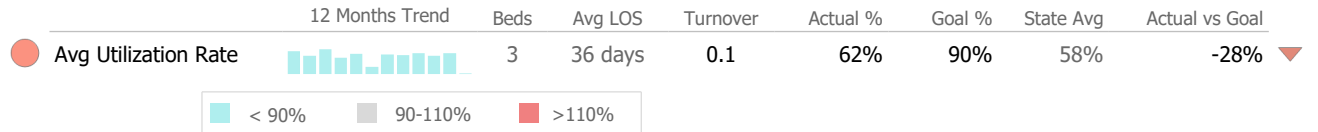
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	32	-34% ▼
Admits	20	30	-33% ▼
Discharges	20	31	-35% ▼
Bed Days	683	763	-10%

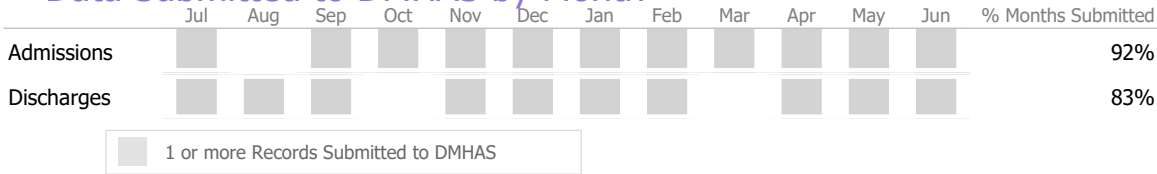
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



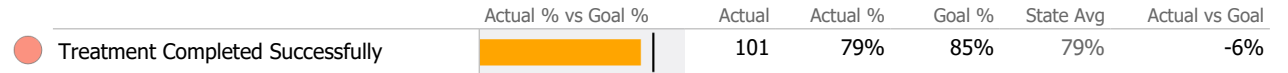
* State Avg based on 12 Active Recovery House Programs

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

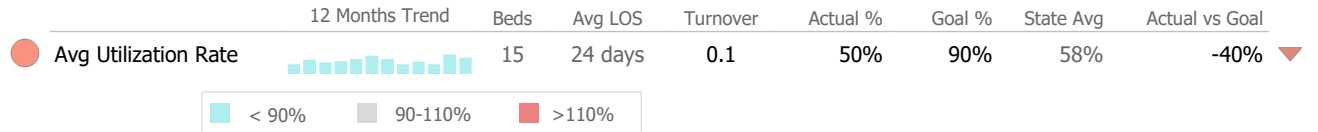
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	124	191	-35% ▼
Admits	130	213	-39% ▼
Discharges	128	216	-41% ▼
Bed Days	2,713	3,819	-29% ▼

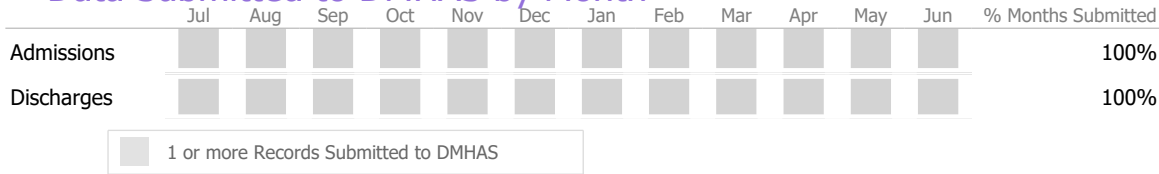
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 12 Active Recovery House Programs

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

Program Activity

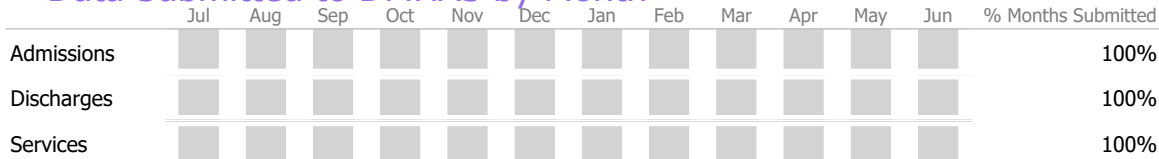
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	315	322	-2%
Admits	172	213	-19% ▼
Discharges	167	173	-3%
Service Hours	698	1,745	-60% ▼

Data Submission Quality

Data Entry Actual State Avg



Data Submitted to DMHAS by Month



█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | █ Goal ✓ Goal Met ● Below Goal

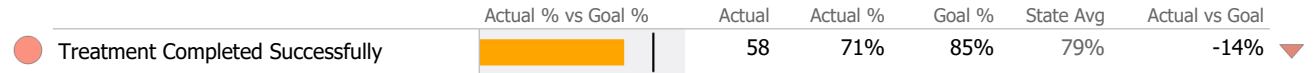
* State Avg based on 6 Active Integrated Primary Care Programs

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

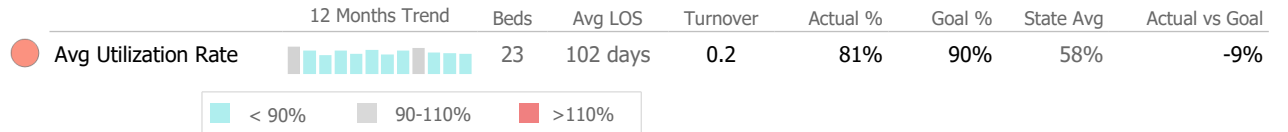
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	94	108	-13% ▼
Admits	84	100	-16% ▼
Discharges	82	100	-18% ▼
Bed Days	6,786	8,337	-19% ▼

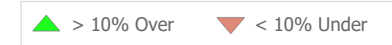
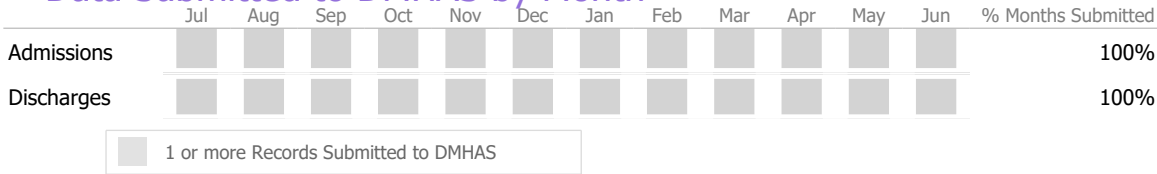
Discharge Outcomes



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	23	23	0%
Admits	19	21	-10%
Discharges	16	20	-20% ▼
Service Hours	157	187	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	88%	50%	67%	38% ▲

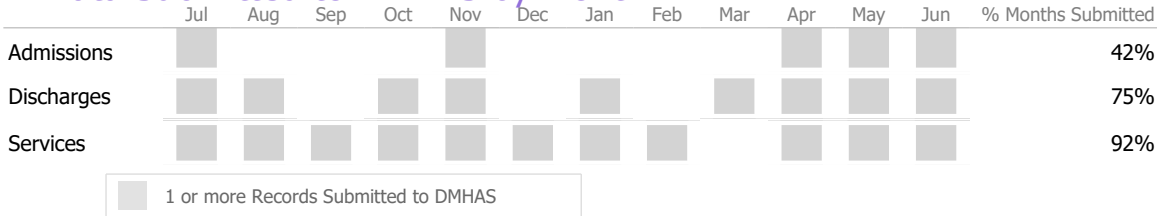
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		22	96%	60%	85%	36% ▲
✓ Stable Living Situation		22	96%	80%	66%	16% ▲
✓ Employed		8	35%	20%	26%	15% ▲
✓ Self Help		15	65%	60%	60%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	67%	10%

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	14	70	-80% ▼
Admits	11	64	-83% ▼
Discharges	11	67	-84% ▼
Service Hours	45	525	-91% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	100%	50%	67%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	100%	60%	85%	40% ▲
✓ Employed		4	29%	20%	26%	9%
● Stable Living Situation		10	71%	80%	66%	-9%
● Self Help		7	50%	60%	60%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	67%	10%

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	555	614	-10%
Admits	551	686	-20% ▼
Discharges	592	650	-9%
Service Hours	2,317	2,504	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
Valid TEDS Data	76%	86%
On-Time Periodic		
6 Month Updates	100%	26%
Co-occurring		
MH Screen Complete	100%	92%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		386	65%	50%	51%	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		574	92%	75%	79%	17% ▲
● Abstinence/Reduced Drug Use		301	48%	55%	49%	-7%
● Stable Living Situation		508	81%	95%	78%	-14% ▼
● Employed		211	34%	50%	32%	-16% ▼
● Self Help		126	20%	60%	18%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	72%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		459	94%	75%	61%	19% ▲

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 111 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	22	29	-24% ▼
Admits	19	24	-21% ▼
Discharges	17	26	-35% ▼
Bed Days	1,864	2,319	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
Valid TEDS Data	95%	98%
On-Time Periodic		
6 Month Updates	0%	4%
Co-occurring		
MH Screen Complete	95%	88%
SA Screen Complete	95%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	41%	70%	68%	-29% ▼
No Re-admit within 30 Days of Discharge		15	88%	85%	89%	3%
Follow-up within 30 Days of Discharge		5	71%	90%	71%	-19% ▼

Recovery

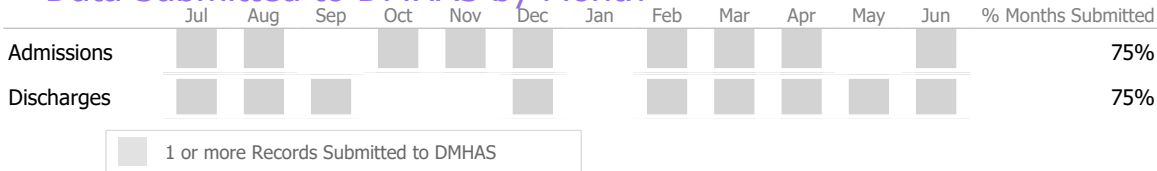
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		14	61%	70%	69%	-9%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	144 days	0.2	64%	90%	83%	-26% ▼

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

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