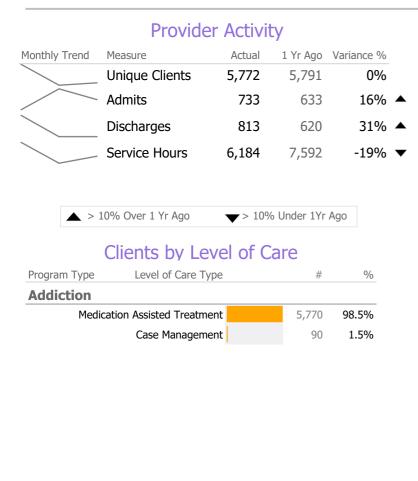
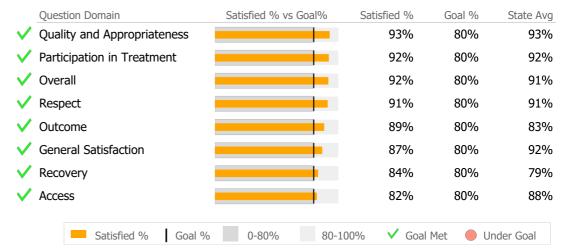
Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)



Consumer Satisfaction Survey (Based on 1,263 FY21 Surveys)



Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	89	2%	9%	Male 🗾	3,597	62%	58%
26-34	1,185	21%	20%	Female 📒	2,170	38%	42%
35-44	1,766	31%	23%	Transgender			0%
45-54	1,268	22%	19%				
55-64	1,098	19%	20%				
65+	366	6%	9%	Race	#	%	State Avg
				White/Caucasian	4,358	76%	▲ 63%
Ethnicity	#	%	State Avg	Other 📕	1,017	18%	13%
Non-Hispanic	4,307	75%	69%	Black/African American	335	6%	▼ 17%
Hisp-Puerto Rican	1,254	22%	12%	Unknown	29	1%	5%
Hispanic-Other	120	2%	8%	Am. Indian/Native Alaskan	20	0%	1%
Unknown	70	1%	11%	Asian	7	0%	1%
I				Multiple Races	3	0%	1%
Hispanic-Mexican	14	0%	0%	Hawaiian/Other Pacific Islander	3	0%	0%
Hispanic-Cuban	7	0%	0%				
Unique Clients State Avg 🔺 > 10% Over State Avg 🔻 > 10% Under State Avg						ate Avg	

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

Bristol Clinic MM 656816

Hartford Dispensary Addiction - Medication Assisted Treatment - Methadone Maintenance

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	620	666	-7%
Admits	42	64	-34% 🔻
Discharges	64	37	73% 🔺
Service Hours	491	868	-43% 🔻

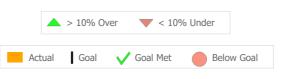
Data Submission Quality

Data Entry	Actual State Ave]
Valid NOMS Data	100% 9	9%
Valid TEDS Data	100% 9	9%
On-Time Periodic	Actual State	Avg
6 Month Updates	100% 7	'9%
Co-occurring	Actual State	Avg
V MH Screen Complete	100% 8	37%
✓ SA Screen Complete	100% 8	8%
Diagnosis	Actual State	Avg
Valid Axis I Diagnosis	100% 9	9%

Actual % vs Goal % Actual vs Goal Actual Actual % Goal % State Avg 35 55% 50% 56% 5% Treatment Completed Successfully Recovery State Avg National Recovery Measures (NOMS) Actual % vs Goal % Actual % Goal % Actual vs Goal Actual 505 81% 50% 62% 31% Abstinence/Reduced Drug Use \checkmark Self Help 563 90% 60% 54% 30% 99% 24% 618 75% 86% Not Arrested 352 56% 40% 39% 16% 🔺 Employed \checkmark Stable Living Situation 617 99% 83% 9% 90% \checkmark Service Utilization Actual % vs Goal % Actual Actual % Goal % State Avg Actual vs Goal **Clients Receiving Services** 517 92% 90% 86% 2% \checkmark Service Engagement Medication Assisted Treatment Actual % vs Goal % Actual % Goal % Actual vs Goal Actual State Avg Length of Stay over 1 Year 478 77% 50% 27% 71%

Data Submitted to DMHAS by Month





* State Avg based on 34 Active Methadone Maintenance Programs

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

Discharge Outcomes

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	723	650	11%	
Admits	116	47	147%	
Discharges	118	60	97%	
Service Hours	837	870	-4%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	99%	79%
Co-occurring	Actual	State Avg
V MH Screen Complete	100%	87%
✓ SA Screen Complete	100%	88%
·		
Diagnosis	Actual	State Avg

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		48	41%	50%	56%	-9%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Not Arrested		731	99%	75%	86%	24%	
\checkmark	Abstinence/Reduced Drug Use		533	72%	50%	62%	22%	
\checkmark	Self Help		582	79%	60%	54%	19%	
\checkmark	Stable Living Situation		713	97%	90%	83%	7%	
	Employed	💻 🦾	210	28%	40%	39%	-12%	▼
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		592	95%	90%	86%	5%	
	Service Engagement							
	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Length of Stay over 1 Year		476	66%	50%	71%	16%	

Data Submitted to DMHAS by Month

100%

99%



Valid Axis I Diagnosis

▲ > 10% Over ▼ < 10% Under
Actual Goal ✓ Goal Met Below Goal

Valid Axis I Diagnosis

Addiction - Medication Assisted Treatment - Methadone Maintenance

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	870	874	0%
Admits	140	142	-1%
Discharges	130	118	10%
Service Hours	654	1,042	-37% 🔻

Data Submission Quality

Data Entry	Actual S	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	79%
Co-occurring	Actual	State Avg
V MH Screen Complete	100%	87%
V SA Screen Complete	100%	88%
•		
Diagnosis	Actual	State Avg

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Treatment Completed Successfully		76	58%	50%	56%	8%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Not Arrested		877	99%	75%	86%	24%	
\checkmark	Abstinence/Reduced Drug Use		633	72%	50%	62%	22%	
\checkmark	Stable Living Situation		868	98%	90%	83%	8%	
	Employed		330	37%	40%	39%	-3%	
	Self Help		301	34%	60%	54%	-26%	▼
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		621	82%	90%	86%	-8%	
	Service Engagement							
	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Length of Stay over 1 Year		586	67%	50%	71%	17%	

Data Submitted to DMHAS by Month

100%

99%

	Jui	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

 ▲ > 10% Over
 ▼ < 10% Under</td>

 Actual
 Goal
 ✓ Goal Met
 Below Goal

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	90	86	5%	
Admits	12	24	-50%	•
Discharges	29	12	142%	
Service Hours	198	216	-8%	

Data Submission Quality

Data Entry		Actual St	tate Avg
Valid NOMS Data		100%	95%
On-Time Periodic	•	Actual	State Avg
V 6 Month Updates		100%	61%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Treatment Completed Successfully		18	62%	50%	74%	12%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Stable Living Situation		73	81%	80%	82%	1%	
	Employed	<u> </u>	14	16%	20%	27%	-4%	
	Self Help	<u> </u>	27	30%	60%	55%	-30%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		60	97%	90%	76%	7%	

	> 10% 0	ver	▼ < 10	% Under	
Actual	Goal	\checkmark	Goal Met	Belo	w Goal

* State Avg based on 11 Active Standard Case Management Programs

Hartford Dispensary Addiction - Medication Assisted Treatment - Methadone Maintenance

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	703	729	-4%
Admits	71	59	20% 🔺
Discharges	87	75	16% 🔺
Service Hours	744	799	-7%

Data Submission Quality

Data Entry	Actual S	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	79%
Co-occurring	Actual	State Avg
<u> </u>	100%	87%
MH Screen Complete	100%	0770
V SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		35	40%	50%	56%	-10%	
	_							
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Self Help		646	90%	60%	54%	30%	
\checkmark	Not Arrested		707	99%	75%	86%	24%	
\checkmark	Stable Living Situation		707	99%	90%	83%	9%	
\checkmark	Employed	·	344	48%	40%	39%	8%	
\checkmark	Abstinence/Reduced Drug Use		408	57%	50%	62%	7%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		571	91%	90%	86%	1%	
	Service Engagement							
	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Length of Stay over 1 Year		524	75%	50%	71%	25%	

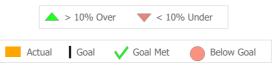
Data Submitted to DMHAS by Month

100%

99%



Valid Axis I Diagnosis



Addiction - Medication Assisted Treatment - Methadone Maintenance

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	801	809	-1%	
Admits	116	72	61%	
Discharges	118	117	1%	
Service Hours	937	1,078	-13%	▼

Data Submission Quality

Data Entry	Actual S	itate Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
V 6 Month Updates	99%	79%
Co-occurring	Actual	State Avg
V MH Screen Complete	100%	87%
V SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Treatment Completed Successfully		63	53%	50%	56%	3%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Not Arrested		804	99%	75%	86%	24%	
\checkmark	Abstinence/Reduced Drug Use		588	72%	50%	62%	22%	
1	Stable Living Situation		797	98%	90%	83%	8%	
Ż	Employed		387	48%	40%	39%	8%	
	Self Help		404	50%	60%	54%	-10%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		645	93%	90%	86%	3%	
	Service Engagement							
	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Length of Stay over 1 Year		550	69%	50%	71%	19%	

Data Submitted to DMHAS by Month

100%

99%

	Jui	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

Valid Axis I Diagnosis

	> 10% 0\	ver 🔻 < 10	% Under	
Actual	Goal	V Goal Met	Belov	w Goal

Addiction - Medication Assisted Treatment - Methadone Maintenance

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	605	578	5%	
Admits	86	61	41% 🔺	
Discharges	94	58	62% 🔺	
Service Hours	659	700	-6%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	99%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
V 6 Month Updates	82%	79%
	Ashard	Challes Aver
Co-occurring	Actual	State Avg
MH Screen Complete	93%	87%
V SA Screen Complete	94%	88%
Diagnosis	Actual	State Avg

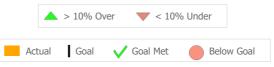
✓ Valid Axis I Diagnosis Actual State Avg 100% 99%

Data Submitted to DMHAS by Month



Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Treatment Completed Successfully		50	53%	50%	56%	3%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Not Arrested		605	99%	75%	86%	24%	
\checkmark	Abstinence/Reduced Drug Use		443	72%	50%	62%	22%	
\checkmark	Employed		308	50%	40%	39%	10%	
\checkmark	Stable Living Situation		591	97%	90%	83%	7%	
	Self Help		286	47%	60%	54%	-13%	▼
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		483	93%	90%	86%	3%	
	Service Engagement							
	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Length of Stay over 1 Year		400	66%	50%	71%	16%	



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	542	549	-1%
Admits	25	53	-53% 🔻
Discharges	44	41	7%
Service Hours	606	691	-12% 🔻

Data Submission Quality

Data Entry	Actual S	State Avg
Valid NOMS Data	95%	99%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
V 6 Month Updates	94%	79%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	87%
V SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg

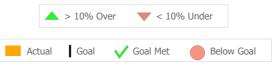
Valid Axis I Diagnosis 100% 99%

Data Submitted to DMHAS by Month



Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Treatment Completed Successfully		29	66%	50%	56%	16%	
	Recovery							
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Abstinence/Reduced Drug Use		390	72%	50%	62%	22%	
\checkmark	Not Arrested		525	97%	75%	86%	22%	
\checkmark	Employed		276	51%	40%	39%	11%	
\checkmark	Self Help		383	71%	60%	54%	11%	
\checkmark	Stable Living Situation	· · · ·	520	96%	90%	83%	6%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		440	88%	90%	86%	-2%	
	Service Engagement							
	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Length of Stay over 1 Year		408	75%	50%	71%	25%	



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	513	486	6%
Admits	76	36	111% 🔺
Discharges	74	41	80% 🔺
Service Hours	596	604	-1%

Data Submission Quality

Data Entry	Actual S	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	99%	79%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	87%
V SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Treatment Completed Successfully		42	57%	50%	56%	7%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Abstinence/Reduced Drug Use		384	74%	50%	62%	24%	
\checkmark	Not Arrested		508	98%	75%	86%	23%	
\checkmark	Employed	·	257	49%	40%	39%	9%	
\checkmark	Stable Living Situation		508	98%	90%	83%	8%	
\checkmark	Self Help		313	60%	60%	54%	0%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		415	93%	90%	86%	3%	
	Service Engagement							
	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Length of Stay over 1 Year		350	68%	50%	71%	18%	

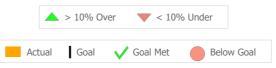
Data Submitted to DMHAS by Month

100%

99%



Valid Axis I Diagnosis



Valid Axis I Diagnosis

Addiction - Medication Assisted Treatment - Methadone Maintenance

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	553	591	-6%	
Admits	49	75	-35% 🔻	
Discharges	55	61	-10%	
Service Hours	462	724	-36% 🔻	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
V 6 Month Updates	92%	79%
Co-occurring	Actual	State Avg
V MH Screen Complete	98%	87%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Treatment Completed Successfully	Actual % Vs Goal %	34	62%	50%	56%	12%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Self Help		502	90%	60%	54%	30%	
\checkmark	Abstinence/Reduced Drug Use		420	75%	50%	62%	25%	
\checkmark	Not Arrested		552	99%	75%	86%	24%	
\checkmark	Employed		293	53%	40%	39%	13%	
\checkmark	Stable Living Situation	· ·	549	98%	90%	83%	8%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		420	83%	90%	86%	-7%	
	Service Engagement							
	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Length of Stay over 1 Year		428	77%	50%	71%	27%	

Data Submitted to DMHAS by Month

100%

99%



 ▲
 > 10% Over
 ▼
 < 10% Under</td>

 Actual
 Goal
 ✓
 Goal Met
 Below Goal