

#### Consumer Satisfaction Survey (Based on 476 FY21 Surveys)



#### **Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	42	2%	10%	Male 🗾	1,313	64%	59%
26-34	520	25%	22%	Female	736	36%	41%
35-44	660	32%	23%	Transgender			0%
45-54	411	20%	18%				
55-64 📕	302	15%	18%				
65+	122	6%	8%	Race	#	%	State Avg
				White/Caucasian	1,759	86%	<b>▲</b> 61%
Ethnicity	#	%	State Avg	Black/African American	141	7%	17%
Non-Hispanic	1,580	77%	68%	Other	138	7%	13%
Hisp-Puerto Rican	204	10%	11%	Asian	7	0%	1%
Hispanic-Other	157	8%	9%	Am. Indian/Native Alaskan	6	0%	0%
· · · · ·	115	6%	12%	Hawaiian/Other Pacific Islander	4	0%	0%
Unknown				Unknown	2	0%	6%
Hispanic-Mexican	1	0%	1%	Multiple Races			1%
Hispanic-Cuban			0%				
	Unique C	lients	State Avg	▲ > 10% Over State Avg ▼	> 10% U	nder St	ate 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

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	835	861	-3%	
Admits	227	199	14%	
Discharges	261	251	4%	
Service Hours	4,112	4,733	-13%	▼

### Data Submission Quality

Data Entry	Actual St	tate Avg
Valid NOMS Data	100%	98%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	47%	80%
Co-occurring	Actual	State Avg
V MH Screen Complete	100%	86%
V SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

#### **Discharge Outcomes**

Actual % vs Goal %	Actual 132 Actual 624 293 353	Actual % 51% Actual % 69% 33%	Goal % 50% Goal % 75% 40%	State Avg 56% State Avg 91% 39%	Actual vs Goal 1% Actual vs Goal -6%
Actual % vs Goal %	Actual 624 293	Actual % 69% 33%	Goal %	State Avg 91%	Actual vs Goal
Actual % vs Goal %	624 293	69% 33%	75%	91%	
Actual % vs Goal %	624 293	69% 33%	75%	91%	
	293	33%			-6%
			40%	200/	
<u> </u>	353			22%	-7%
		39%	50%	64%	-11%
	604	67%	90%	85%	-23%
	293	33%	60%	52%	-27%
Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	321	50%	90%	88%	-40%
Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	639	77%	50%	64%	27%
d					
6	▲ :	> 10% Over	▼ < 10	% Under	
6	Actual	Cool	Cool Mct	Delau	r Cool
		Actual % vs Goal % Actual 321 Actual % vs Goal % Actual 639	Actual % vs Goal % Actual Actual % 321 50% Actual % vs Goal % Actual Actual % 639 77% d 6	Actual % vs Goal %Actual % Coal % $321$ $50\%$ $90\%$ Actual % vs Goal %Actual % Coal % $639$ $77\%$ $50\%$ $639$ $77\%$ $50\%$	Actual % vs Goal %Actual %Goal %State Avg $321$ $50\%$ $90\%$ $88\%$ Actual % vs Goal %Actual Actual %Goal %State Avg $639$ $77\%$ $50\%$ $64\%$ $64\%$ $10\%$ Over $\checkmark$ < $10\%$ Under

\* State Avg based on 38 Active Methadone Maintenance Programs

#### Data Submitted to DMHAS by Month



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

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	237	255	-7%	
Admits	59	53	11% 🔺	
Discharges	63	78	-19% 🔻	
Service Hours	2,968	4,297	-31% 🔻	

# Data Submission Quality

Data Entry		Actual S	State Avg
Valid NOMS Data		100%	98%
Valid TEDS Data		100%	99%
On-Time Periodic		Actual	State Avg
V 6 Month Updates		98%	80%
Co-occurring		Actual	State Avg
V MH Screen Complete		100%	86%
V SA Screen Complete		100%	86%
	•		
Diagnosis		Actual	State Ava

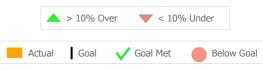
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

#### **Discharge Outcomes**

reatment Completed Successfully Recovery ational Recovery Measures (NOMS) ot Arrested mployed	Actual % vs Goal %	41 Actual 242	65% Actual %	<b>50%</b> Goal %	56% State Avg	15% Actual vs Goal
ational Recovery Measures (NOMS)	Actual % vs Goal %			Goal %	State Avg	Actual vs Goal
ot Arrested	Actual % vs Goal %			Goal %	State Avg	Actual vs Goal
		242				Actual V3 Goal
mployed			99%	75%	91%	24%
mpioyeu		155	63%	40%	39%	23%
bstinence/Reduced Drug Use		174	71%	50%	64%	21%
elf Help	· ·	187	76%	60%	52%	16%
table Living Situation		242	99%	90%	85%	9%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
lients Receiving Services		179	98%	90%	88%	8%
Service Engagement						
ledication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
ength of Stay over 1 Year		180	76%	50%	64%	26%
	elf Help cable Living Situation Service Utilization lients Receiving Services Service Engagement ledication Assisted Treatment	elf Help   table Living Situation   Service Utilization   Actual % vs Goal %   lients Receiving Services   Service Engagement   ledication Assisted Treatment   Actual % vs Goal %	elf Help       187         cable Living Situation       242         Service Utilization       Actual % vs Goal %       Actual         lients Receiving Services       179         Service Engagement       Actual % vs Goal %       Actual         ledication Assisted Treatment       Actual % vs Goal %       Actual	elf Help       187       76%         cable Living Situation       242       99%         Service Utilization       Actual % vs Goal %       Actual %         Itents Receiving Services       179       98%         Service Engagement       Actual % vs Goal %       Actual %         Idedication Assisted Treatment       Actual % vs Goal %       Actual %	elf Help       187       76%       60%         cable Living Situation       242       99%       90%         Service Utilization       Actual % vs Goal %       Actual %       Goal %         Itents Receiving Services       179       98%       90%         Service Engagement       Actual % vs Goal %       Actual %       Goal %         Itents Actual Assisted Treatment       Actual % vs Goal %       Actual %       Goal %	elf Help18776%60%52%cable Living Situation24299%90%85%Cervice UtilizationActual % vs Goal %ActualActual %Goal %State Avglients Receiving Services17998%90%88%Service Engagementledication Assisted TreatmentActual % vs Goal %ActualActual %Goal %State Avg





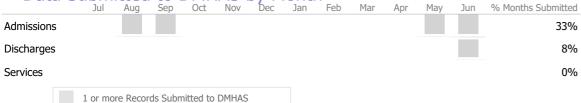


\* State Avg based on 38 Active Methadone Maintenance Programs

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15		
Admits	15	-	
Discharges	1	-	
Service Hours	-	-	

#### Data Submitted to DMHAS by Month



		> 10% 0\	/er	▼ < 100	% Under	
Act	tual	Goal	$\checkmark$	Goal Met	Belo	w Goal

\* State Avg based on 9 Active Peer Based Mentoring Programs

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	2	0%
Admits	-	-	
Discharges	-	-	
Service Hours	26	62	-58% 🔻

# Data Submission Quality

Valid Axis I Diagnosis

Data Entry	 Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	88%
On-Time Periodic	Actual	State Avg
V 6 Month Updates	50%	26%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	75%
SA Screen Complete	N/A	93%
Diagnosis	Actual	State Avg

#### **Discharge Outcomes**

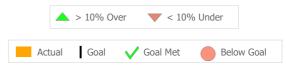
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	50%	44%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Not Arrested		2	100%	75%	68%	25%	
$\checkmark$	Stable Living Situation		2	100%	95%	64%	5%	
$\checkmark$	Employed		1	50%	50%	23%	0%	
	Abstinence/Reduced Drug Use		1	50%	55%	44%	-5%	
	Self Help	I	0	0%	60%	16%	-60%	-
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		1	50%	90%	38%	-40%	•

# Data Submitted to Sep Oct Nov Dec Jan

100%



100%



\* State Avg based on 22 Active Buprenorphine Maintenance Programs

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	987	974	1%
Admits	301	259	16% 🔺
Discharges	274	273	0%
Service Hours	7,741	7,458	4%

# Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	98%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	65%	80%
Co-occurring	Actua	State Avg
V MH Screen Complete	100%	86%
V SA Screen Complete	100%	86%
•		

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		62	23%	50%	56%	-27%	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
V Not Arrested		838	78%	75%	91%	3%	
Abstinence/Reduced Drug Use		459	43%	50%	64%	-7%	
Employed		315	29%	40%	39%	-11%	
Stable Living Situation		820	77%	90%	85%	-13%	
Self Help	<b>—</b> 1 <sup>·</sup>	272	25%	60%	52%	-35%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		562	71%	90%	88%	-19%	
Service Engagement							
Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Length of Stay over 1 Year		726	74%	50%	64%	24%	
Apr May Jun % Months Submitted							
100%			> 10% Over	<b>V</b> < 10	% Under		

Actual

Goal



1 or more Records Submitted to DMHAS

\* State Avg based on 38 Active Methadone Maintenance Programs

Below Goal

V Goal Met