

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%	▲ 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.

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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

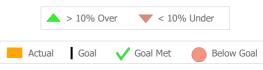
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

reatment Completed Successfully Recovery ational Recovery Measures (NOMS) ot Arrested mployed	Actual % vs Goal %	41 Actual 242	65% Actual %	50% 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





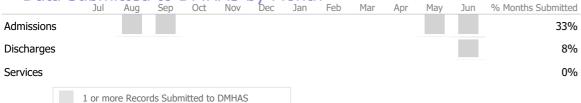


* State Avg based on 38 Active Methadone Maintenance Programs

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

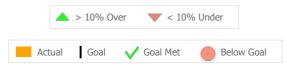
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		N/A	N/A	50%	44%	N/A	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Not Arrested		2	100%	75%	68%	25%	
\checkmark	Stable 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	— 1 [·]	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	V < 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