

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,898	1,755	8%
	Admits	1,188	1,051	13% ▲
	Discharges	1,076	927	16% ▲
	Service Hours	7,725	7,360	5%
	Bed Days	20,397	17,965	14% ▲
	S.Rehab/PHP/IOP	3,089	1,713	80% ▲

Consumer Satisfaction Survey

(Based on 306 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Overall		92%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Respect		91%	80%	91%
✓ Outcome		87%	80%	83%
✓ Recovery		85%	80%	79%
✓ Access		85%	80%	88%

▲ > 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	1,442	63.8%
	Outpatient	348	15.4%
	Residential Services	290	12.8%
	Recovery Support	98	4.3%
	IOP	81	3.6%

Client Demographics

Age	#	%	State Avg
18-25	71	4%	10%
26-34	339	18%	22%
35-44	517	28%	23%
45-54	422	23%	18%
55-64	397	21%	18%
65+	128	7%	8%

Gender	#	%	State Avg
Male	1,340	71%	▲ 59%
Female	554	29%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	714	38%	▼ 68%
Unknown	703	37%	▲ 12%
Hispanic-Other	355	19%	9%
Hisp-Puerto Rican	120	6%	11%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban	2	0%	0%

Race	#	%	State Avg
White/Caucasian	1,030	54%	61%
Unknown	596	31%	▲ 6%
Black/African American	254	13%	17%
Am. Indian/Native Alaskan	7	0%	0%
Asian	7	0%	1%
Hawaiian/Other Pacific Islander	4	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	77	80	-4%
Admits	78	84	-7%
Discharges	76	82	-7%
Service Hours	58	34	72% ▲
Social Rehab/PHP/IOP Days	2,914	1,217	139% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	85%
Valid TEDS Data	97%	87%
On-Time Periodic		
6 Month Updates	N/A	0%
Co-occurring		
MH Screen Complete	62%	88%
SA Screen Complete	81%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		36	47%	50%	53%	-3%
Follow-up within 30 Days of Discharge		20	56%	90%	65%	-34% ▼

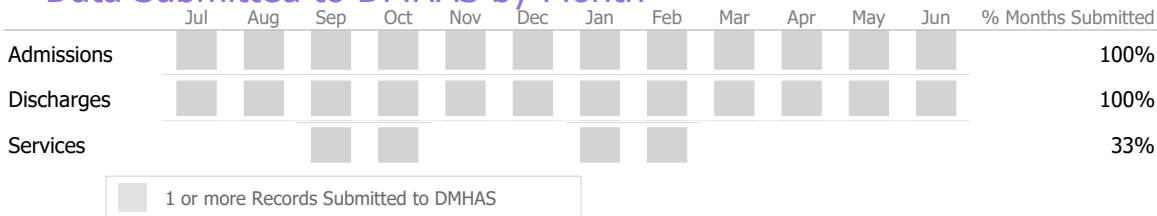
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		78	89%	75%	64%	14% ▲
Stable Living Situation		82	93%	95%	87%	-2%
Abstinence/Reduced Drug Use		42	48%	55%	55%	-7%
Self Help		23	26%	60%	18%	-34% ▼
Employed		7	8%	50%	19%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	83%	90%	77%	-7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 63 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	983	928	6%
Admits	350	247	42% ▲
Discharges	372	237	57% ▲
Service Hours	4,197	4,480	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	98%
Valid TEDS Data	90%	99%
On-Time Periodic		
6 Month Updates	52%	80%
Co-occurring		
MH Screen Complete	31%	86%
SA Screen Complete	50%	86%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		170	46%	50%	56%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		889	83%	75%	91%	8%
Abstinence/Reduced Drug Use		470	44%	50%	64%	-6%
Employed		289	27%	40%	39%	-13% ▼
Stable Living Situation		790	74%	90%	85%	-16% ▼
Self Help		94	9%	60%	52%	-51% ▼

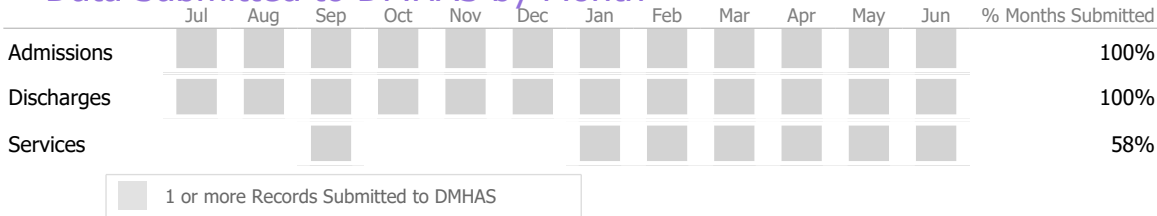
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		657	94%	90%	88%	4%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Length of Stay over 1 Year		674	69%	50%	64%	19% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 Active Methadone Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	85	25% ▲
Admits	81	73	11% ▲
Discharges	50	62	-19% ▼
Service Hours	361	306	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	87%
Valid TEDS Data	87%	84%
On-Time Periodic		
6 Month Updates	23%	15%
Co-occurring		
MH Screen Complete	27%	91%
SA Screen Complete	52%	93%
Diagnosis		
Valid Axis I Diagnosis	92%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	20%	50%	48%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		101	91%	75%	77%	16% ▲
Abstinence/Reduced Drug Use		50	45%	55%	42%	-10% ▼
Stable Living Situation		94	85%	95%	76%	-10% ▼
Employed		39	35%	50%	33%	-15% ▼
Self Help		9	8%	60%	16%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		46	75%	90%	58%	-15% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		22	28%	75%	63%	-47% ▼

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			■	■			■	■		■	■	■	58%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 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	29	33	-12% ▼
Admits	27	29	-7%
Discharges	23	29	-21% ▼
Bed Days	2,198	2,209	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	86%
Valid TEDS Data	94%	93%
On-Time Periodic		
6 Month Updates	0%	36%
Co-occurring		
MH Screen Complete	75%	94%
SA Screen Complete	71%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	65%	70%	66%	-5%
No Re-admit within 30 Days of Discharge		21	91%	85%	91%	6%
Follow-up within 30 Days of Discharge		13	87%	90%	68%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		5	15%	70%	68%	-55% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		10	106 days	0.2	60%	90%	92%	-30% ▼

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													83%
Discharges													100%

Legend: 1 or more Records Submitted to DMHAS (grey bar)

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 29 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	29	32	-9%
Admits	15	18	-17% ▼
Discharges	13	20	-35% ▼
Service Hours	109	107	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	87%
Valid TEDS Data	96%	84%
On-Time Periodic		
6 Month Updates	0%	15%
Co-occurring		
MH Screen Complete	33%	91%
SA Screen Complete	33%	93%
Diagnosis		
Valid Axis I Diagnosis	97%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	69%	50%	48%	19% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		22	76%	75%	77%	1%
● Stable Living Situation		24	83%	95%	76%	-12% ▼
● Abstinence/Reduced Drug Use		8	28%	55%	42%	-27% ▼
● Employed		4	14%	50%	33%	-36% ▼
● Self Help		0	0%	60%	16%	-60% ▼

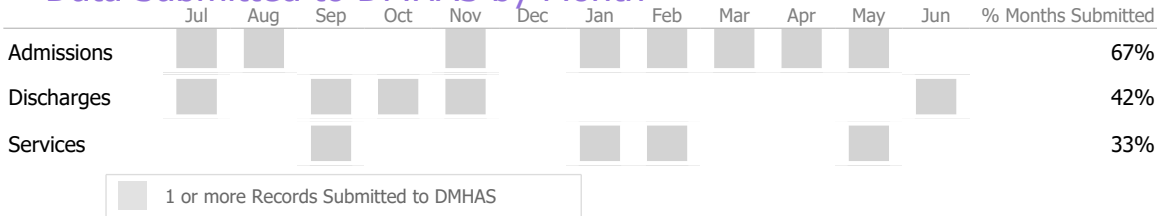
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		14	88%	90%	58%	-2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		7	47%	75%	63%	-28% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 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	213	138	54% ▲
Admits	166	101	64% ▲
Discharges	105	81	30% ▲
Service Hours	726	298	144% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	87%
Valid TEDS Data	87%	84%
On-Time Periodic		
6 Month Updates	6%	15%
Co-occurring		
MH Screen Complete	48%	91%
SA Screen Complete	53%	93%
Diagnosis		
Valid Axis I Diagnosis	95%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		42	40%	50%	48%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		173	76%	75%	77%	1%
Employed		92	40%	50%	33%	-10%
Stable Living Situation		184	81%	95%	76%	-14% ▼
Abstinence/Reduced Drug Use		67	29%	55%	42%	-26% ▼
Self Help		30	13%	60%	16%	-47% ▼

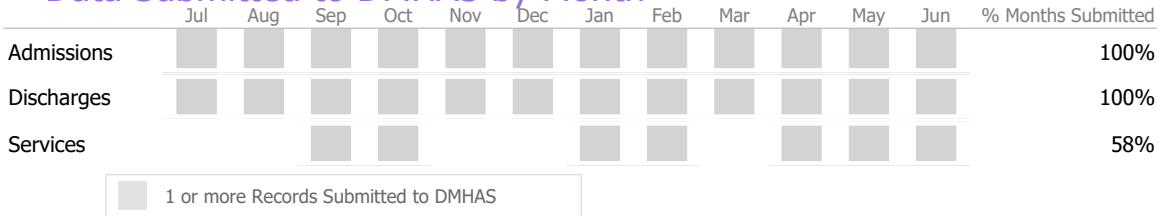
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		58	47%	90%	58%	-43% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		72	47%	75%	63%	-28% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 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	93	51	82% ▲
Admits	78	49	59% ▲
Discharges	72	37	95% ▲
Bed Days	6,815	3,901	75% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	86%
Valid TEDS Data	96%	93%
On-Time Periodic		
6 Month Updates	N/A	36%
Co-occurring		
MH Screen Complete	62%	94%
SA Screen Complete	83%	92%
Diagnosis		
Valid Axis I Diagnosis	97%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		60	83%	70%	66%	13% ▲
✓ No Re-admit within 30 Days of Discharge		70	97%	85%	91%	12% ▲
● Follow-up within 30 Days of Discharge		39	65%	90%	68%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		65	70%	70%	68%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		22	97 days	0.1	85%	90%	92%	-5%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 29 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	173	193	-10% ▼
Admits	164	175	-6%
Discharges	160	175	-9%
Bed Days	11,384	11,855	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	86%
Valid TEDS Data	99%	93%
On-Time Periodic		
6 Month Updates	0%	36%
Co-occurring		
MH Screen Complete	80%	94%
SA Screen Complete	93%	92%
Diagnosis		
Valid Axis I Diagnosis	99%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		96	60%	70%	66%	-10% ▼
No Re-admit within 30 Days of Discharge		150	94%	85%	91%	9%
Follow-up within 30 Days of Discharge		65	68%	90%	68%	-22% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		32	17%	70%	68%	-53% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		31	126 days	0.1	101%	90%	92%	11% ▲

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	█	█	█	█	█	█	█	█	█	█	█	█	100%

Legend: █ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 29 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	4	47	-91% ▼
Admits	4	42	-90% ▼
Discharges	4	48	-92% ▼
Social Rehab/PHP/IOP Days	175	496	-65% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Valid TEDS Data	100%	87%
On-Time Periodic		
6 Month Updates	N/A	0%
Co-occurring		
MH Screen Complete	25%	88%
SA Screen Complete	75%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

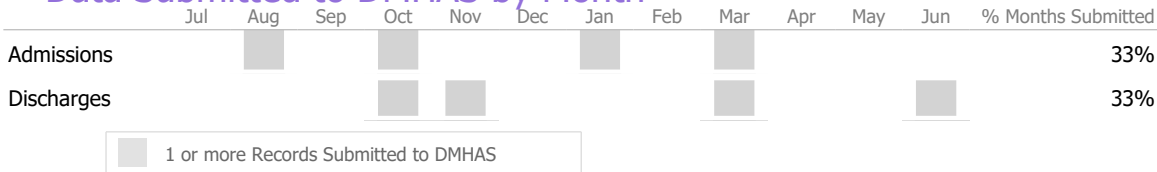
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	53%	25% ▲
● Follow-up within 30 Days of Discharge		1	33%	90%	65%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		3	75%	75%	64%	0%
● Stable Living Situation		3	75%	95%	87%	-20% ▼
● Employed		1	25%	50%	19%	-25% ▼
● Self Help		1	25%	60%	18%	-35% ▼
● Abstinence/Reduced Drug Use		0	0%	55%	55%	-55% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 63 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	503	453	11% ▲
Admits	225	133	69% ▲
Discharges	199	154	29% ▲
Service Hours	2,275	2,085	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	98%
Valid TEDS Data	91%	99%
On-Time Periodic		
6 Month Updates	67%	80%
Co-occurring		
MH Screen Complete	48%	86%
SA Screen Complete	59%	86%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		106	53%	50%	56%	3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		489	90%	75%	91%	15% ▲
✓ Abstinence/Reduced Drug Use		277	51%	50%	64%	1%
● Employed		169	31%	40%	39%	-9%
● Stable Living Situation		385	71%	90%	85%	-19% ▼
● Self Help		67	12%	60%	52%	-48% ▼

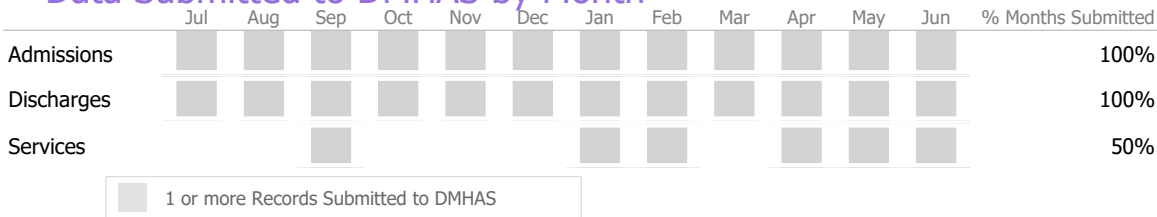
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		312	91%	90%	88%	1%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		296	59%	50%	64%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 38 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

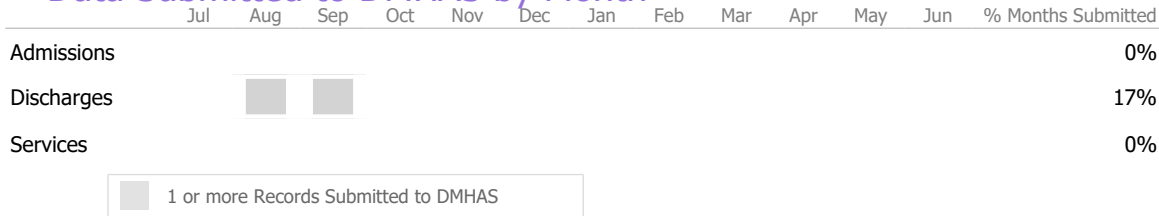
Program Quality Dashboard

Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	98	100	-2%
Admits	-	100	-100% ▼
Discharges	2	2	0%
Service Hours	-	51	-100% ▼

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

Variations 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 92%
Valid TEDS Data		N/A 88%
On-Time Periodic		
6 Month Updates		N/A 26%
Co-occurring		
MH Screen Complete		N/A 75%
SA Screen Complete		N/A 93%

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
Abstinence/Reduced Drug Use		N/A	N/A	55%	44%	-55% ▼
Employed		N/A	N/A	50%	23%	-50% ▼
Not Arrested		N/A	N/A	75%	68%	-75% ▼
Self Help		N/A	N/A	60%	16%	-60% ▼
Stable Living Situation		N/A	N/A	95%	64%	-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 22 Active Buprenorphine Maintenance Programs