

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	792	856	-7%
	Admits	1,031	1,107	-7%
	Discharges	979	1,135	-14% ▼
	Service Hours	2,873	3,660	-22% ▼
	Bed Days	12,578	12,044	4%

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 224 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ Respect		97%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ Access		95%	80%	88%
✓ General Satisfaction		94%	80%	92%
✓ Recovery		92%	80%	79%
✓ Outcome		92%	80%	83%

■ Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	504	43.0%
	Residential Services	229	19.6%
	Case Management	68	5.8%
Other	Other	312	26.6%
Forensic SA	Case Management	58	5.0%

Client Demographics

Age	#	%	State Avg
18-25	74	9%	10%
26-34	230	29%	22%
35-44	265	34% ▲	23%
45-54	131	17%	18%
55-64	79	10%	18%
65+	12	2%	8%

Gender	#	%	State Avg
Male	606	77% ▲	59%
Female	186	23% ▼	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	543	69%	68%
Hisp-Puerto Rican	202	26% ▲	11%
Hispanic-Other	26	3%	9%
Hispanic-Mexican	18	2%	1%
Hispanic-Cuban	2	0%	0%
Unknown	1	0% ▼	12%

Race	#	%	State Avg
White/Caucasian	342	43% ▼	61%
Black/African American	239	30% ▲	17%
Other	202	26% ▲	13%
Am. Indian/Native Alaskan	6	1%	0%
Asian	2	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 2021 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	116	-41% ▼
Admits	52	93	-44% ▼
Discharges	59	99	-40% ▼
Service Hours	194	435	-56% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic 6 Month Updates	N/A	48%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		52	88%	50%	67%	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		20	29%	20%	27%	9%
✓ Self Help		43	62%	60%	53%	2%
● Stable Living Situation		54	78%	80%	80%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	100%	90%	78%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■			■	■	■	■	■	■	■	■	■	83%
Discharges	■	■	■	■		■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

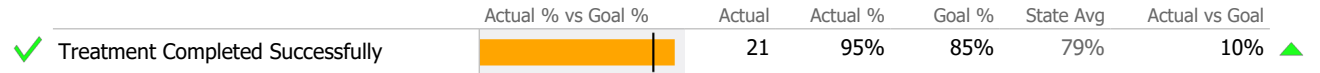
* State Avg based on 13 Active Standard Case Management Programs

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

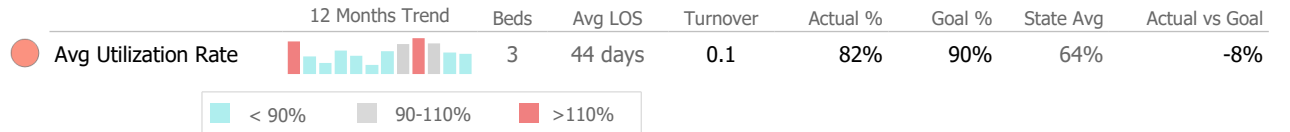
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	21	14% ▲
Admits	24	20	20% ▲
Discharges	22	20	10%
Bed Days	896	683	31% ▲

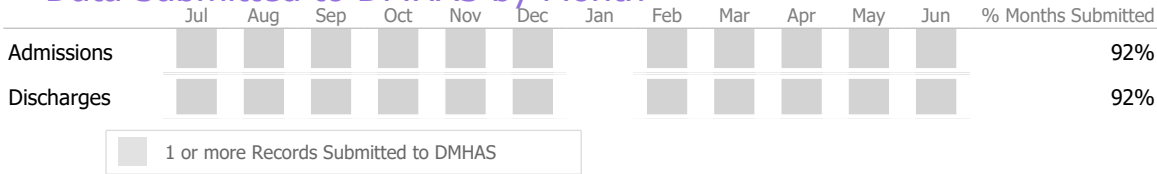
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



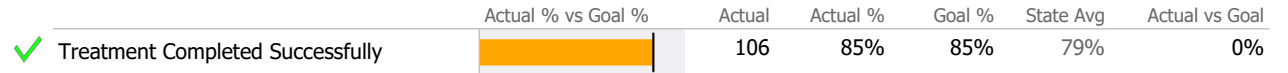
* State Avg based on 12 Active Recovery House Programs

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

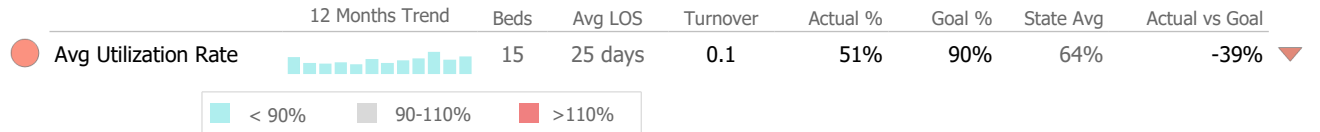
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	119	123	-3%
Admits	119	129	-8%
Discharges	124	128	-3%
Bed Days	2,789	2,711	3%

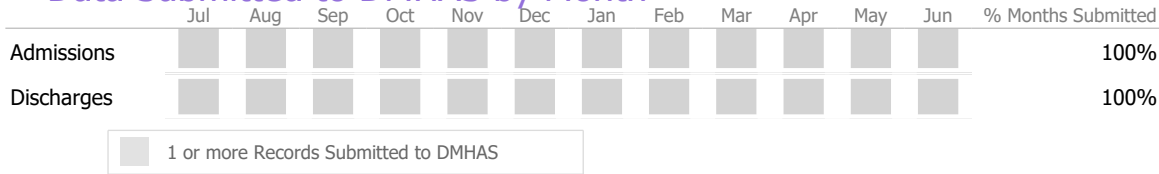
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 12 Active Recovery House Programs

Program Activity

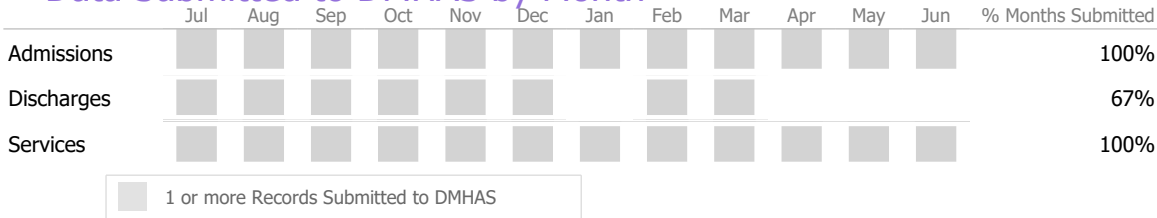
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	312	324	-4%
Admits	156	181	-14% ▼
Discharges	93	171	-46% ▼
Service Hours	312	699	-55% ▼

Data Submission Quality

Data Entry Actual State Avg



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

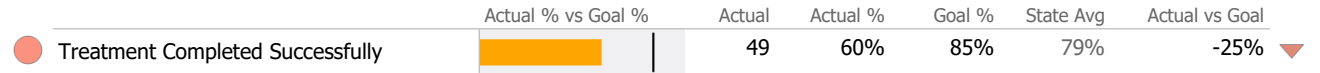
* State Avg based on 6 Active Integrated Primary Care Programs

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

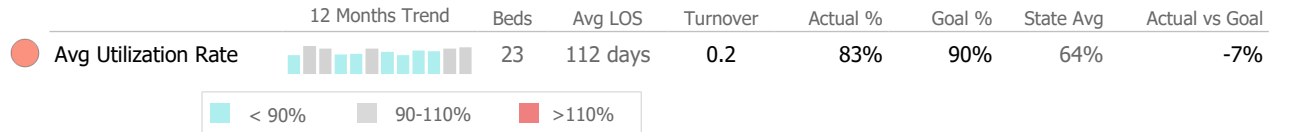
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	94	-3%
Admits	79	84	-6%
Discharges	82	82	0%
Bed Days	6,996	6,786	3%

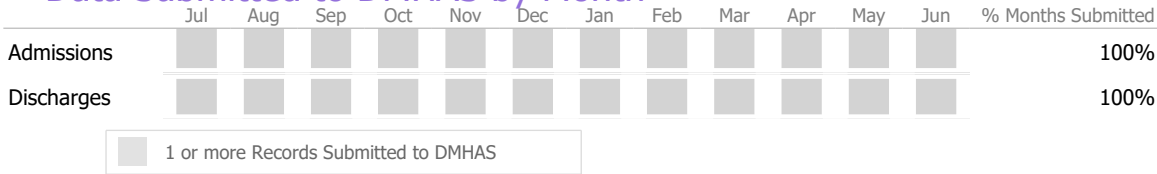
Discharge Outcomes



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	38	23	65% ▲
Admits	31	19	63% ▲
Discharges	33	16	106% ▲
Service Hours	155	157	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		23	70%	50%	79%	20% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		23	61%	20%	33%	41% ▲
✓ Social Support		34	89%	60%	84%	29% ▲
✓ Stable Living Situation		35	92%	80%	62%	12% ▲
✓ Self Help		23	61%	60%	65%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	76%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	14	79% ▲
Admits	22	11	100% ▲
Discharges	22	11	100% ▲
Service Hours	80	45	77% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	95%	50%	79%	45% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	92%	60%	84%	32% ▲
✓ Stable Living Situation		21	84%	80%	62%	4%
● Self Help		13	52%	60%	65%	-8%
● Employed		2	8%	20%	33%	-12% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	76%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■		■	■	■	■	■		■	■		75%
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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	504	555	-9%
Admits	525	551	-5%
Discharges	519	591	-12% ▼
Service Hours	2,133	2,323	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
Valid TEDS Data	88%	84%
On-Time Periodic		
6 Month Updates	67%	15%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		349	67%	50%	48%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		523	94%	75%	77%	19% ▲
● Abstinence/Reduced Drug Use		302	54%	55%	42%	-1%
● Stable Living Situation		469	84%	95%	76%	-11% ▼
● Employed		189	34%	50%	33%	-16% ▼
● Self Help		106	19%	60%	16%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	95%	90%	58%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		461	97%	75%	63%	22% ▲

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 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	27	22	23% ▲
Admits	23	19	21% ▲
Discharges	25	17	47% ▲
Bed Days	1,897	1,864	2%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	56%	70%	66%	-14% ▼
No Re-admit within 30 Days of Discharge		21	84%	85%	91%	-1%
Follow-up within 30 Days of Discharge		9	64%	90%	68%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		23	79%	70%	68%	9%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	141 days	0.2	65%	90%	92%	-25% ▼

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	■		■	■		■		■	■	■	■	■	75%
Discharges	■		■	■	■	■	■	■	■	■	■	■	92%

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.