Wellmore
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - September 2022   (Data as of Dec 16, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	404	368	10%	
	Admits	228	242	-6%	
	Discharges	187	270	-31%	▼
	Service Hours	566	710	-20%	▼
	Bed Days	2,906	3,459	-16%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Other				
	Other		251	48.4%
Addiction				
	Outpatient		138	26.6%
	Residential Services		75	14.5%
	Case Management		30	5.8%
Forensic SA				
	Case Management		25	4.8%

Consumer Satisfaction Survey   (Based on 135 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		96%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Access		93%	80%	88%
✓ Participation in Treatment		92%	80%	92%
✓ Respect		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Recovery		89%	80%	79%
✓ Outcome		84%	80%	83%

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

Client Demographics

Age		#	%	State Avg
18-25		30	7%	10%
26-34		117	29%	21%
35-44		130	32%	23%
45-54		71	18%	19%
55-64		46	11%	20%
65+		9	2%	8%

Gender		#	%		State Avg
Male		307	76%	▲	58%
Female		97	24%	▼	42%
Transgender					0%

Ethnicity		#	%		State Avg
Non-Hispanic		292	72%		69%
Hisp-Puerto Rican		89	22%	▲	11%
Hispanic-Other		17	4%		8%
Hispanic-Cuban		3	1%		0%
Hispanic-Mexican		3	1%		1%
Unknown				▼	12%

Race		#	%		State Avg
White/Caucasian		184	46%	▼	62%
Black/African American		116	29%	▲	17%
Other		102	25%	▲	12%
Am. Indian/Native Alaskan		1	0%		1%
Hawaiian/Other Pacific Islander		1	0%		0%
Asian					1%
Multiple Races					1%
Unknown					6%

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.

Case Management 931480
Wellmore
Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022   (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	18	67%	▲
Admits	20	1	1900%	▲
Discharges	20	15	33%	▲
Service Hours	30	58	-48%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		20	100%	50%	73%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		12	40%	20%	23%	20%	▲
●	Stable Living Situation		17	57%	80%	72%	-23%	▼
●	Self Help		4	13%	60%	45%	-47%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		100%	95%

	On-Time Periodic		Actual	State Avg
	6 Month Updates		N/A	42%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		8	80%	90%	67%	-10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Standard Case Management Programs

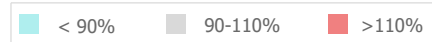Variances in data may be indicative of operational adjustments related to the pandemic.

Emergency Shelter-CSSD 93145
Wellmore
Addiction - Residential Services - Recovery House

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	7	43%	▲
Admits	7	6	17%	▲
Discharges	7	5	40%	▲
Bed Days	258	154	68%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		7	100%	85%	78%	15%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		3	44 days	0.3	93%	90%	66%	3%
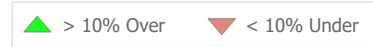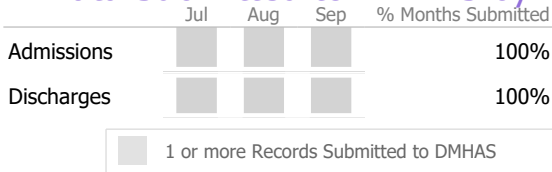
	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   Below Goal

* State Avg based on Active Recovery House Programs

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

Emergency Shelter-DMHAS 931450
Wellmore
Addiction - Residential Services - Recovery House

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	46	-48%	▼
Admits	22	35	-37%	▼
Discharges	21	38	-45%	▼
Bed Days	440	722	-39%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully	[bar]	13	62%	85%	78%	-23%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate	[trend]	15	24 days	0.6	32%	90%	66%	-58%	▼
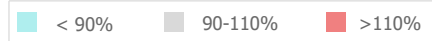
☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▬ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on Active Recovery House Programs

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

Integrated Primary & BH Care - PIC
Wellmore
Other - Other - Integrated Primary Care

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	251	196	28%	▲
Admits	28	37	-24%	▼
Discharges	-	58	-100%	▼
Service Hours	61	124	-51%	▼

Data Submission Quality

Data Entry	Actual	State Avg

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				0%
Services				100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on Active Integrated Primary Care Programs

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

Morris House-DMHAS 931404
Wellmore
Addiction - Residential Services - Recovery House

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	39	-21%	▼
Admits	14	19	-26%	▼
Discharges	14	18	-22%	▼
Bed Days	1,790	2,033	-12%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		12	86%	85%	78%	1%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		23	115 days	0.7	85%	90%	66%	-5%
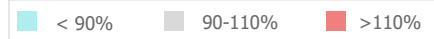
	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▬ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on Active Recovery House Programs

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

Post-Release Transitional Forensic Case Management
Wellmore
Forensic SA - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	13	23%	▲
Admits	11	6	83%	▲
Discharges	13	9	44%	▲
Service Hours	34	36	-6%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		12	92%	50%	75%	42%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		10	62%	20%	31%	42%	▲
✓	Social Support		14	88%	60%	78%	28%	▲
✓	Stable Living Situation		15	94%	80%	56%	14%	▲
●	Self Help		6	38%	60%	66%	-22%	▼

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%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		3	100%	90%	69%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Standard Case Management Programs

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

Pre-Release Transitional Forensic Case Management
Wellmore
Forensic SA - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	11	-18%	▼
Admits	6	8	-25%	▼
Discharges	9	4	125%	▲
Service Hours	11	31	-65%	▼

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		8	89%	50%	75%	39%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		9	100%	60%	78%	40%	▲
● Stable Living Situation		7	78%	80%	56%	-2%	
● Self Help		5	56%	60%	66%	-4%	
● Employed		0	0%	20%	31%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		N/A	N/A	90%	69%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■		67%
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 Active Standard Case Management Programs

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

Waterbury Outpatient 931204
Wellmore
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	138	159	-13%	▼
Admits	106	128	-17%	▼
Discharges	90	121	-26%	▼
Service Hours	431	460	-6%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	89%
✓ Valid TEDS Data	83%	81%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	14%

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		55	61%	50%	42%	11%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		133	94%	75%	57%	19%	▲
● Employed		60	43%	50%	25%	-7%	
● Abstinence/Reduced Drug Use		68	48%	55%	27%	-7%	
● Stable Living Situation		122	87%	95%	56%	-8%	
● Self Help		34	24%	60%	12%	-36%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		52	100%	90%	43%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		101	96%	75%	66%	21%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Standard Outpatient Programs

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

Women/Children InterRes 931405
Wellmore
Addiction - Residential Services - Intermediate/Long Term Res.Tx 3.5

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	18	8	125%	▲
Admits	14	2	600%	▲
Discharges	13	2	550%	▲
Bed Days	418	550	-24%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	54%	70%	63%	-16%	▼
✓	No Re-admit within 30 Days of Discharge		12	92%	85%	93%	7%	
🔴	Follow-up within 30 Days of Discharge		3	43%	90%	72%	-47%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	88%
✓	Valid TEDS Data	100%	92%

On-Time Periodic		Actual	State Avg
	6 Month Updates	N/A	10%

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Abstinence/Reduced Drug Use		12	67%	70%	61%	-3%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		8	43 days	0.4	57%	90%	106%	-33%	▼

◻ < 90%   ◻ 90-110%   🟥 >110%

Data Submitted to DMHAS by Month

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

◻ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on Active Intermediate/Long Term Res.Tx 3.5 Programs

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