

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	696	662	5%
	Admits	683	781	-13% ▼
	Discharges	607	759	-20% ▼
	Service Hours	1,742	2,220	-22% ▼
	Bed Days	7,868	9,532	-17% ▼

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	367	39.9%
	Residential Services	142	15.5%
	Case Management	64	7.0%
Other	Other	288	31.3%
Forensic SA	Case Management	58	6.3%

Client Demographics

Age	#	%	State Avg
18-25	64	9%	10%
26-34	197	28%	20%
35-44	239	34%	24%
45-54	112	16%	18%
55-64	71	10%	19%
65+	12	2%	9%

Gender	#	%	State Avg
Male	488	70%	▲ 59%
Female	208	30%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	466	67%	68%
Hisp-Puerto Rican	162	23%	▲ 11%
Hispanic-Other	59	8%	9%
Hispanic-Mexican	5	1%	1%
Hispanic-Cuban	4	1%	0%
Unknown			▼ 12%

Race	#	%	State Avg
White/Caucasian	304	44%	▼ 61%
Black/African American	214	31%	▲ 17%
Other	173	25%	▲ 13%
Am. Indian/Native Alaskan	3	0%	1%
Asian	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%
Unknown			7%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Case Management (Waterbury)

Wellmore

Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	44	45% ▲
Admits	55	28	96% ▲
Discharges	57	39	46% ▲
Service Hours	68	151	-55% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic 6 Month Updates	N/A	40%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		57	100%	50%	64%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		32	49%	20%	28%	29% ▲
● Stable Living Situation		40	62%	80%	73%	-18% ▼
● Self Help		16	25%	60%	48%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	63%	90%	67%	-28% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

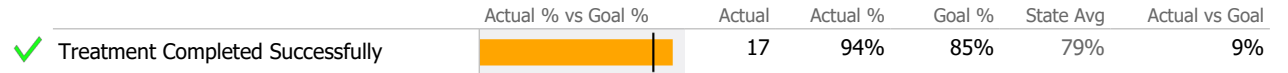
* State Avg based on 13 Active Standard Case Management Programs

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

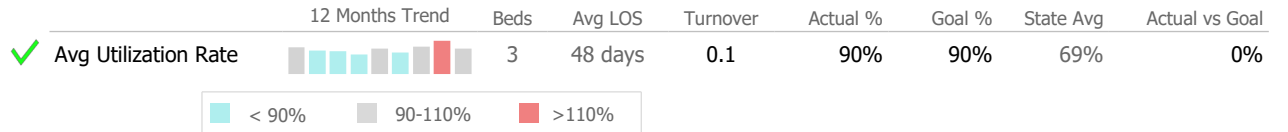
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	19	5%
Admits	17	19	-11% ▼
Discharges	18	17	6%
Bed Days	742	597	24% ▲

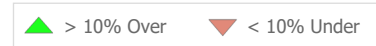
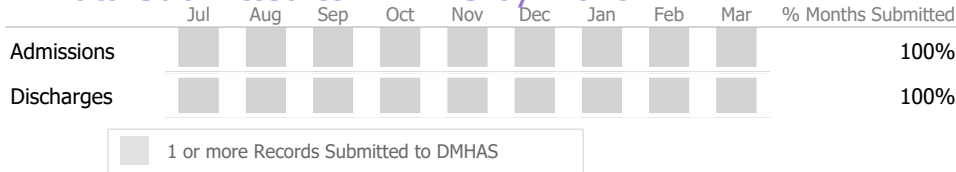
Discharge Outcomes



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	42	95	-56% ▼
Admits	41	91	-55% ▼
Discharges	43	97	-56% ▼
Bed Days	1,299	2,070	-37% ▼

Discharge Outcomes

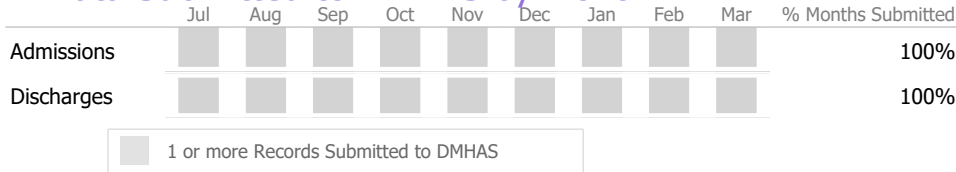
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		34	79%	85%	79%	-6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	39 days	0.3	32%	90%	69%	-58% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 |
 ■ Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 12 Active Recovery House Programs

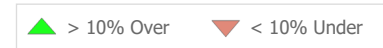
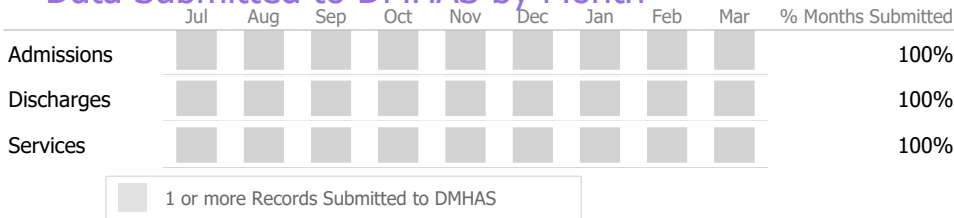
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	288	289	0%
Admits	75	132	-43% ▼
Discharges	29	95	-69% ▼
Service Hours	128	245	-48% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	88%

Data Submitted to DMHAS by Month



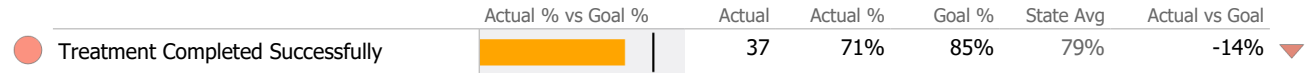
* State Avg based on 5 Active Integrated Primary Care Programs

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

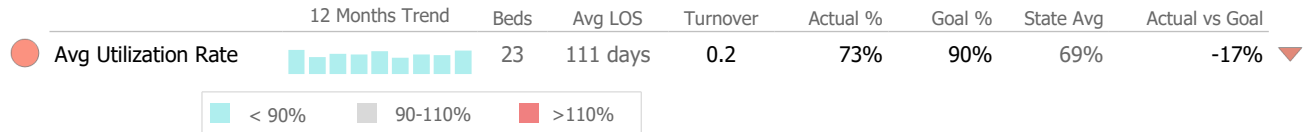
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	73	-10%
Admits	50	58	-14% ▼
Discharges	52	63	-17% ▼
Bed Days	4,588	5,363	-14% ▼

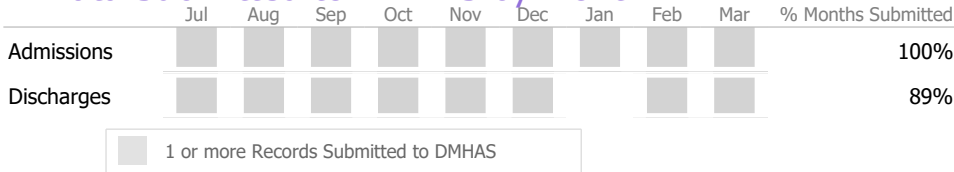
Discharge Outcomes



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	42	31	35% ▲
Admits	37	24	54% ▲
Discharges	38	27	41% ▲
Service Hours	74	131	-44% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		31	82%	50%	75%	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		28	67%	20%	40%	47% ▲
✓ Social Support		36	86%	60%	85%	26% ▲
✓ Stable Living Situation		36	86%	80%	57%	6% ▲
● Self Help		23	55%	60%	76%	-5% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		3	75%	90%	69%	-15% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 8 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	18	22	-18% ▼
Admits	16	19	-16% ▼
Discharges	16	18	-11% ▼
Service Hours	53	65	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	3%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		15	94%	50%	75%	44% ▲

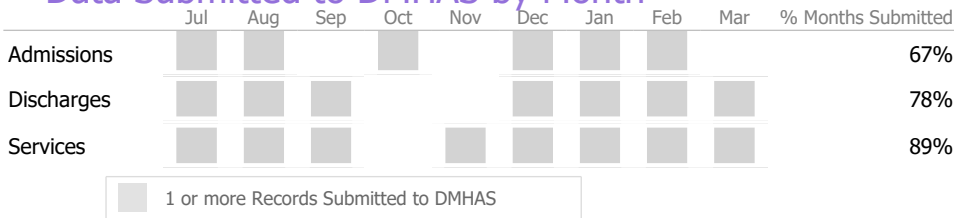
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	95%	60%	85%	35% ▲
● Self Help		9	47%	60%	76%	-13% ▼
● Stable Living Situation		12	63%	80%	57%	-17% ▼
● Employed		1	5%	20%	40%	-15% ▼

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



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 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	367	396	-7%
Admits	360	398	-10%
Discharges	323	389	-17% ▼
Service Hours	1,419	1,629	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	83%
Valid TEDS Data	76%	72%
On-Time Periodic		
6 Month Updates	0%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		197	61%	50%	41%	11% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		367	93%	75%	62%	18% ▲
● Employed		185	47%	50%	32%	-3%
● Improved/Maintained Function Score		265	67%	75%	30%	-8%
● Stable Living Situation		347	88%	95%	65%	-7%
● Abstinence/Reduced Drug Use		170	43%	55%	33%	-12% ▼
● Self Help		81	21%	60%	16%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		69	96%	90%	61%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		302	89%	75%	56%	14% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 105 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	36	17	112% ▲
Admits	32	12	167% ▲
Discharges	31	14	121% ▲
Bed Days	1,239	1,502	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Valid TEDS Data	100%	94%
On-Time Periodic		
6 Month Updates	N/A	1%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		19	61%	70%	65%	-9%
No Re-admit within 30 Days of Discharge		26	84%	85%	90%	-1%
Follow-up within 30 Days of Discharge		6	32%	90%	67%	-58% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		26	72%	70%	68%	2%
Improved/Maintained Function Score		23	64%	95%	55%	-31% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	53 days	0.2	57%	90%	113%	-33% ▼

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

Legend: Grey bar = 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Orange bar = Actual | = Goal Green check = Goal Met Red circle = Below Goal

* State Avg based on 23 Active Intermediate/Long Term Res.Tx 3.5 Programs

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