

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	835	792	5%
	Admits	900	1,033	-13% ▼
	Discharges	872	1,002	-13% ▼
	Service Hours	2,355	2,878	-18% ▼
	Bed Days	9,565	12,578	-24% ▼

▲ > 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	483	43.7%
	Residential Services	165	14.9%
	Case Management	88	8.0%
Other	Other	293	26.5%
Forensic SA	Case Management	76	6.9%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	78	9%	10%	Male	581	70%	▲ 59%
26-34	243	29%	21%	Female	254	30%	▼ 41%
35-44	283	34%	24%	Transgender			0%
45-54	137	16%	18%				
55-64	80	10%	18%				
65+	13	2%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	544	65%	67%	White/Caucasian	343	41%	▼ 60%
Hisp-Puerto Rican	199	24%	▲ 10%	Black/African American	266	32%	▲ 18%
Hispanic-Other	78	9%	9%	Other	220	26%	▲ 12%
Hispanic-Cuban	7	1%	0%	Am. Indian/Native Alaskan	4	0%	1%
Hispanic-Mexican	7	1%	1%	Asian	1	0%	1%
Unknown			▼ 13%	Hawaiian/Other Pacific Islander	1	0%	0%
				Multiple Races			1%
				Unknown			7%

■ 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 (Waterbury)

Wellmore

Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	68	29% ▲
Admits	79	52	52% ▲
Discharges	71	59	20% ▲
Service Hours	92	196	-53% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic 6 Month Updates	N/A	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		71	100%	50%	61%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	43%	20%	29%	23% ▲
● Stable Living Situation		58	65%	80%	73%	-15% ▼
● Self Help		13	15%	60%	48%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		16	89%	90%	69%	-1%

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

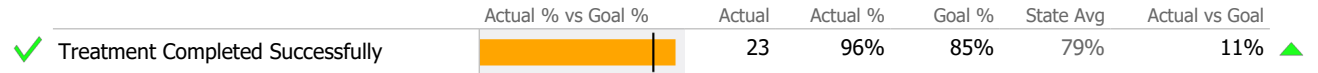
* State Avg based on 13 Active Standard Case Management Programs

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

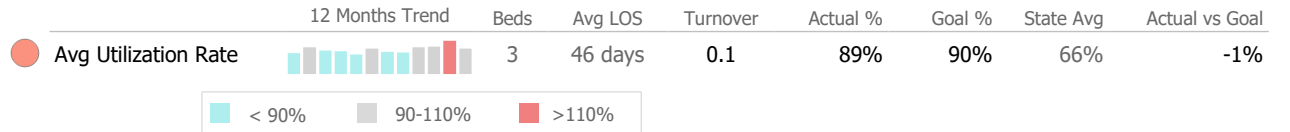
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	24	8%
Admits	23	24	-4%
Discharges	24	22	9%
Bed Days	971	896	8%

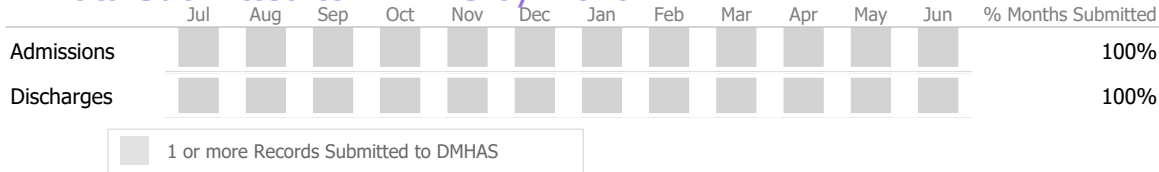
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month

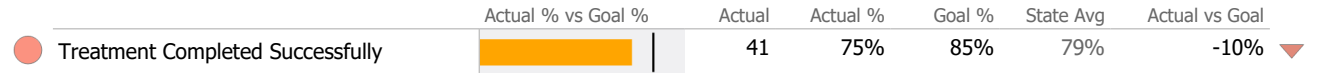


* State Avg based on 12 Active Recovery House Programs

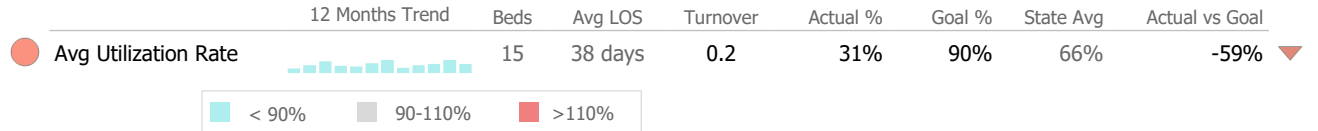
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	119	-55% ▼
Admits	54	119	-55% ▼
Discharges	55	124	-56% ▼
Bed Days	1,710	2,789	-39% ▼

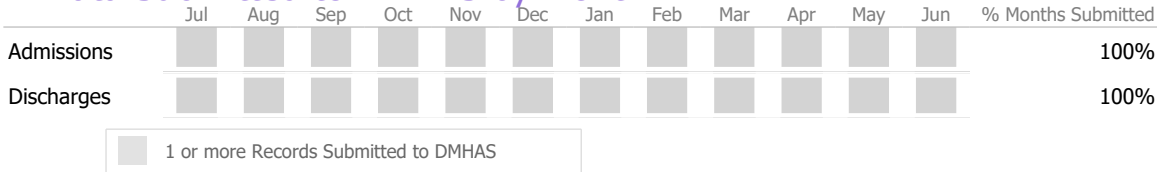
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month

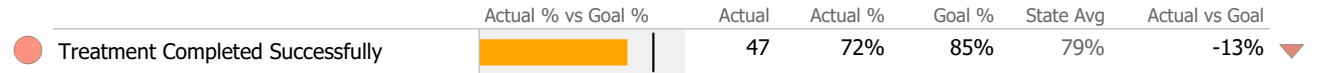


* State Avg based on 12 Active Recovery House Programs

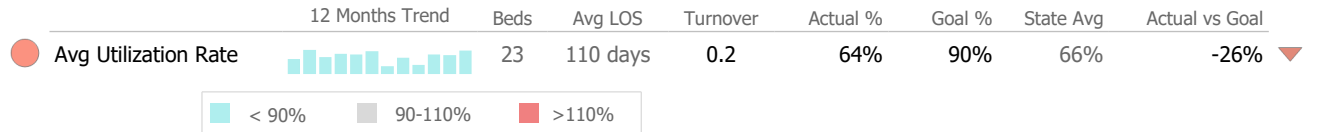
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	91	-22% ▼
Admits	56	79	-29% ▼
Discharges	65	82	-21% ▼
Bed Days	5,385	6,996	-23% ▼

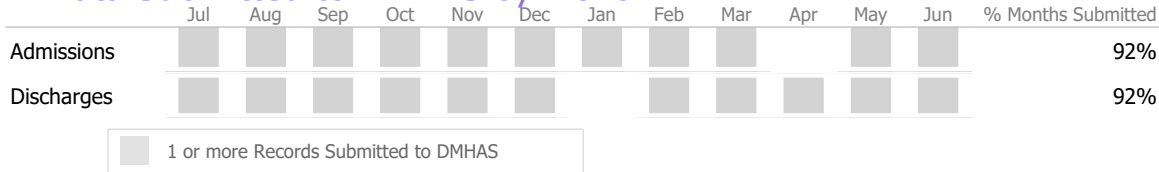
Discharge Outcomes



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	55	38	45% ▲
Admits	50	31	61% ▲
Discharges	50	33	52% ▲
Service Hours	88	155	-43% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		40	80%	50%	76%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		31	56%	20%	43%	36% ▲
✓ Social Support		48	87%	60%	88%	27% ▲
✓ Stable Living Situation		48	87%	80%	73%	7%
✓ Self Help		34	62%	60%	77%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	74%	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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	25	-4%
Admits	22	22	0%
Discharges	20	22	-9%
Service Hours	74	80	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	95%	50%	76%	45% ▲

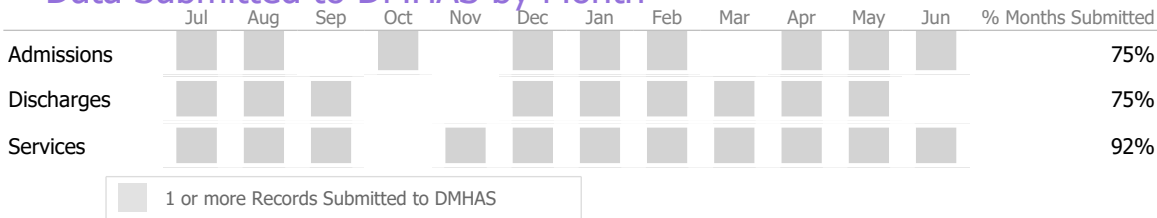
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	100%	60%	88%	40% ▲
● Self Help		14	56%	60%	77%	-4%
● Employed		0	0%	20%	43%	-20% ▼
● Stable Living Situation		14	56%	80%	73%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	74%	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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	483	504	-4%
Admits	487	525	-7%
Discharges	470	524	-10%
Service Hours	1,954	2,136	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	85%
Valid TEDS Data	74%	74%
On-Time Periodic		
6 Month Updates	33%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		263	56%	50%	42%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		479	92%	75%	66%	17% ▲
✓ Improved/Maintained Function Score		404	85%	75%	42%	10%
● Employed		238	46%	50%	35%	-4%
● Stable Living Situation		454	87%	95%	68%	-8%
● Abstinence/Reduced Drug Use		209	40%	55%	35%	-15% ▼
● Self Help		94	18%	60%	18%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	94%	90%	64%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		413	91%	75%	57%	16% ▲

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 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	43	27	59% ▲
Admits	40	23	74% ▲
Discharges	39	25	56% ▲
Bed Days	1,499	1,897	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	94%
On-Time Periodic		
6 Month Updates	N/A	6%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	59%	70%	66%	-11% ▼
No Re-admit within 30 Days of Discharge		34	87%	85%	90%	2%
Follow-up within 30 Days of Discharge		8	35%	90%	65%	-55% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		32	73%	70%	68%	3%
Improved/Maintained Function Score		29	74%	95%	77%	-21% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	50 days	0.1	51%	90%	78%	-39% ▼

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 23 Active Intermediate/Long Term Res.Tx 3.5 Programs

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