

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	489	464	5%
	Admits	466	452	3%
	Discharges	400	468	-15% ▼
	Service Hours	1,327	1,157	15% ▲
	Bed Days	4,081	5,535	-26% ▼

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

### Consumer Satisfaction Survey

(Based on 206 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		94%	80%	91%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ General Satisfaction		90%	80%	92%
✓ Access		90%	80%	88%
✓ Recovery		86%	80%	79%
✓ Outcome		83%	80%	83%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	259	40.7%
	Residential Services	91	14.3%
	Case Management	68	10.7%
<b>Other</b>	Other	166	26.1%
<b>Forensic SA</b>	Case Management	52	8.2%

### Client Demographics

Age	#	%	State Avg
18-25	32	7%	8%
26-34	149	30% ▲	19%
35-44	157	32%	24%
45-54	99	20%	18%
55-64	49	10%	19%
65+	3	1%	10%

Gender	#	%	State Avg
Male	375	77% ▲	59%
Female	114	23% ▼	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	330	67%	65%
Hisp-Puerto Rican	105	21% ▲	10%
Hispanic-Other	46	9%	10%
Hispanic-Cuban	4	1%	0%
Hispanic-Mexican	4	1%	1%
Unknown			14% ▼

Race	#	%	State Avg
White/Caucasian	211	43% ▼	60%
Black/African American	156	32% ▲	17%
Other	112	23% ▲	12%
Am. Indian/Native Alaskan	5	1%	1%
Hawaiian/Other Pacific Islander	4	1%	0%
Asian	1	0%	1%
Multiple Races			1%
Unknown			8%

■ 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 2023 - December 2023 (Data as of Mar 26, 2024)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	50	36% ▲
Admits	51	40	28% ▲
Discharges	51	42	21% ▲
Service Hours	131	51	155% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic		
6 Month Updates	N/A	50%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		51	100%	50%	52%	50% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		68	100%	80%	70%	20% ▲
✓ Employed		25	37%	20%	39%	17% ▲
○ Self Help		6	9%	60%	48%	-51% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	94%	90%	67%	4%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

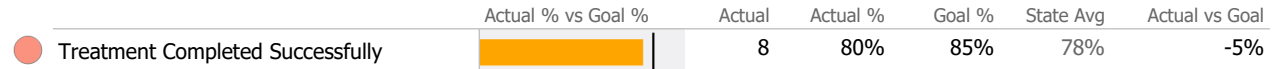
\* State Avg based on 8 Active Standard Case Management Programs

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

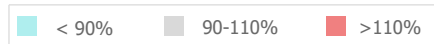
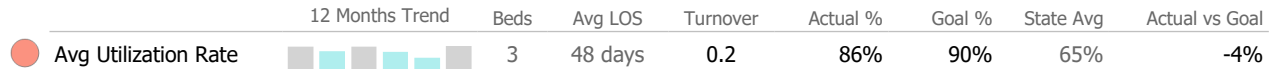
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	11	11	0%
Discharges	10	12	-17% ▼
Bed Days	473	536	-12% ▼

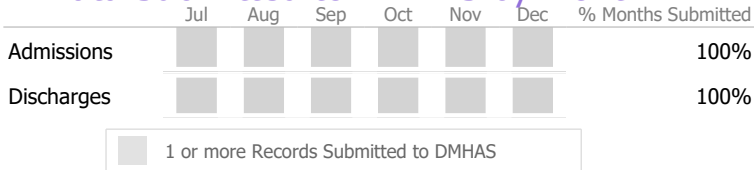
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month

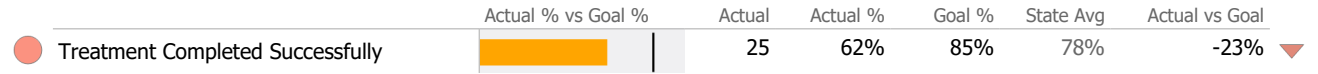


\* State Avg based on 12 Active Recovery House Programs

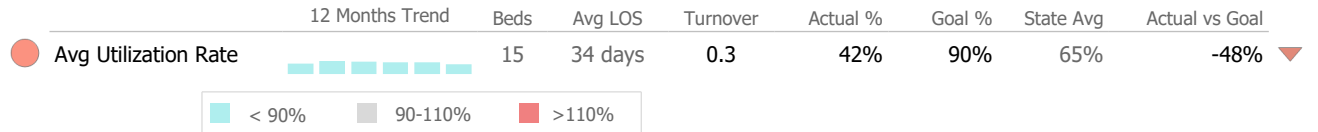
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	33	36% ▲
Admits	39	32	22% ▲
Discharges	40	34	18% ▲
Bed Days	1,158	995	16% ▲

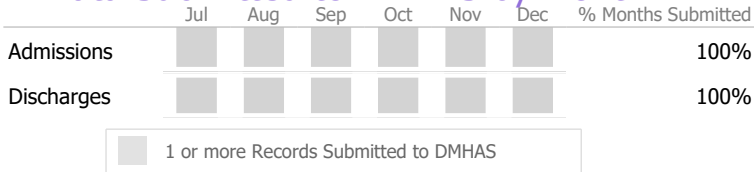
### Discharge Outcomes



### 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	166	185	-10% ▼
Admits	57	51	12% ▲
Discharges	61	69	-12% ▼
Service Hours	43	92	-53% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ <b>Valid Axis I Diagnosis</b> 	100%	85%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

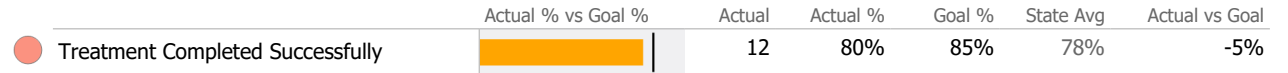
\* State Avg based on 5 Active Integrated Primary Care Programs

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

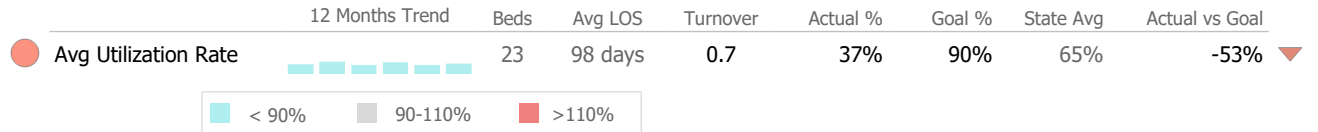
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	51	-51% ▼
Admits	17	35	-51% ▼
Discharges	15	37	-59% ▼
Bed Days	1,571	3,200	-51% ▼

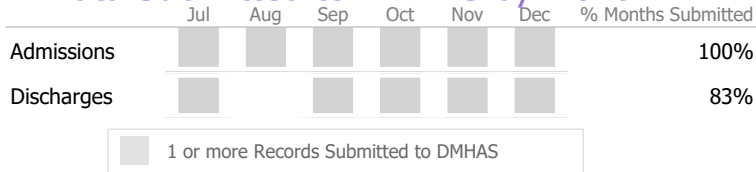
### Discharge Outcomes



### 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	35	28	25% ▲
Admits	33	23	43% ▲
Discharges	11	23	-52% ▼
Service Hours	108	58	88% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	18%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	73%	50%	77%	23% ▲

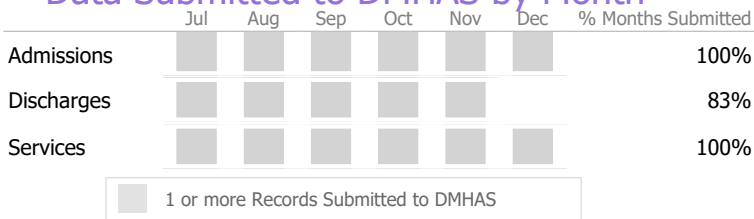
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		32	91%	60%	81%	31% ▲
Stable Living Situation		32	91%	80%	62%	11% ▲
Self Help		22	63%	60%	65%	3%
Employed		6	17%	20%	28%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		23	96%	90%	70%	6%

### 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	19	15	27% ▲
Admits	14	13	8%
Discharges	10	11	-9%
Service Hours	88	31	188% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	100%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	18%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	90%	50%	77%	40% ▲

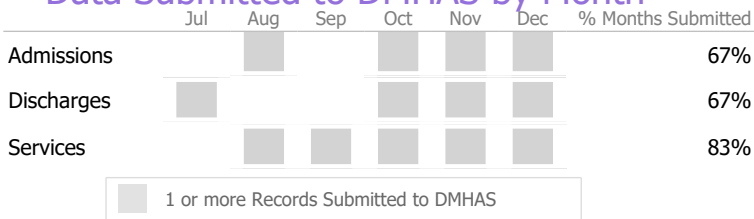
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		17	89%	60%	81%	29% ▲
Employed		0	0%	20%	28%	-20% ▼
Self Help		6	32%	60%	65%	-28% ▼
Stable Living Situation		8	42%	80%	62%	-38% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	70%	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

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	259	245	6%
Admits	234	224	4%
Discharges	191	218	-12% ▼
Service Hours	957	926	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
Valid TEDS Data	71%	75%
On-Time Periodic		
6 Month Updates	33%	10%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		86	45%	50%	53%	-5%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		253	95%	75%	53%	20% ▲
Employed		111	42%	50%	28%	-8%
Improved/Maintained Function Score		173	89%	75%	41%	14% ▲
Stable Living Situation		224	84%	95%	55%	-11% ▼
Abstinence/Reduced Drug Use		109	41%	55%	28%	-14% ▼
Self Help		48	18%	60%	15%	-42% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		72	95%	90%	37%	5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		219	95%	75%	45%	20% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 101 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	15	27	-44% ▼
Admits	10	23	-57% ▼
Discharges	11	22	-50% ▼
Bed Days	879	804	9%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
Valid TEDS Data	100%	93%
On-Time Periodic		
6 Month Updates	N/A	100%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	73%	70%	75%	3%
✓ No Re-admit within 30 Days of Discharge		10	91%	85%	90%	6%
○ Follow-up within 30 Days of Discharge		5	62%	90%	55%	-28% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Abstinence/Reduced Drug Use		10	67%	70%	75%	-3%
✓ Improved/Maintained Function Score		11	100%	95%	93%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		8	85 days	0.4	60%	90%	68%	-30% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■		■	■	■	83%
Discharges	■	■	■	■	■	■	100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ○ Below Goal

\* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs

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