Wellmore
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

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

Clients by Level of Care

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

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

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

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 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	Actual	State Avg
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.

Emergency Shelter (CSSD)
Wellmore
Addiction - Residential Services - Recovery House

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	13	14	-7%
Admits	11	11	0%
Discharges	10	12	-17% ▼
Bed Days	473	536	-12% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	80%	85%	78%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	48 days	0.2	86%	90%	65%	-4%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 12 Active Recovery House Programs

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

Emergency Shelter (DMHAS)
Wellmore
Addiction - Residential Services - Recovery House

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	45	33	36%	▲
Admits	39	32	22%	▲
Discharges	40	34	18%	▲
Bed Days	1,158	995	16%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		25	62%	85%	78%	-23%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization Rate		15	34 days	0.3	42%	90%	65%	-48%	▼

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 12 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 2023 - December 2023 (Data as of Mar 26, 2024)

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		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.

Morris House (DMHAS)
Wellmore
Addiction - Residential Services - Recovery House

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	25	51	-51%	▼
Admits	17	35	-51%	▼
Discharges	15	37	-59%	▼
Bed Days	1,571	3,200	-51%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	80%	85%	78%	-5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization Rate		23	98 days	0.7	37%	90%	65%	-53%	▼

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over | ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 12 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 2023 - December 2023 (Data as of Mar 26, 2024)

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

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

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

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

Recovery

National Recovery Measures (NOMS)	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	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	9	100%	90%	70%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		■		■	■	■	67%
Discharges	■			■	■	■	67%
Services		■	■	■	■	■	83%

■ 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.

Waterbury Outpatient
Wellmore
Addiction - Outpatient - Standard Outpatient

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	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	Actual	State Avg
✓ 6 Month Updates	33%	10%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

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

Recovery

National Recovery Measures (NOMS)	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	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	72	95%	90%	37%	5%

Service Engagement

Outpatient	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

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

Women & Children's Program
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 2023 - December 2023 (Data as of Mar 26, 2024)

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	Actual	State Avg
6 Month Updates	N/A	100%

Diagnosis	Actual	State Avg
✓ 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% ▼

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

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

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

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