

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	5,707	6,512	-12% ▼
	Admits	2,640	3,176	-17% ▼
	Discharges	1,983	3,303	-40% ▼
	Service Hours	47	10,368	-100% ▼

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

Consumer Satisfaction Survey

(Based on 281 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		93%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ General Satisfaction		91%	80%	92%
✓ Access		91%	80%	88%
✓ Respect		89%	80%	91%
✓ Outcome		80%	80%	83%
● Recovery		77%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	3,179	54.7%
	Intake	976	16.8%
	Medication Assisted Treatment	211	3.6%
	Forensics Community-based	22	0.4%
	Case Management	16	0.3%
	IOP	10	0.2%
Forensic SA	Forensics Community-based	1,235	21.2%
	Case Management	45	0.8%
Mental Health	Outpatient	120	2.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	743	13%	8%	Male	3,463	61%	59%
26-34	1,380	24%	19%	Female	2,239	39%	41%
35-44	1,502	27%	24%	Transgender			0%
45-54	943	17%	18%				
55-64	756	13%	19%				
65+	326	6%	10%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Unknown	3,062	54%	▲ 14%	White/Caucasian	3,215	56%	60%
Non-Hispanic	1,895	33%	▼ 65%	Black/African American	887	16%	17%
Hisp-Puerto Rican	574	10%	10%	Other	873	15%	12%
Hispanic-Other	136	2%	10%	Unknown	558	10%	8%
Hispanic-Mexican	34	1%	1%	Asian	63	1%	1%
Hispanic-Cuban	6	0%	0%	Multiple Races	58	1%	1%
				Am. Indian/Native Alaskan	37	1%	1%
				Hawaiian/Other Pacific Islander	16	0%	0%

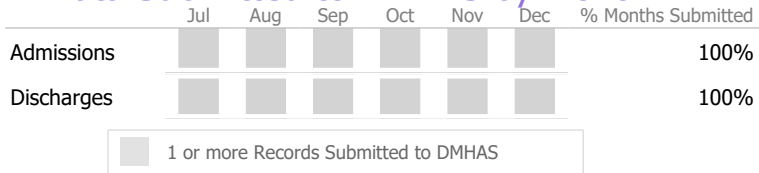
■ Unique Clients | ■ State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	976	854	14% ▲
Admits	1,240	1,073	16% ▲
Discharges	1,240	1,073	16% ▲

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Central Intake Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	43	-23% ▼
Admits	11	13	-15% ▼
Discharges	5	20	-75% ▼
Service Hours	-	190	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	50%	98%
Valid TEDS Data	6%	26%
On-Time Periodic		
6 Month Updates	0%	74%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	40%	75%	54%	-35% ▼

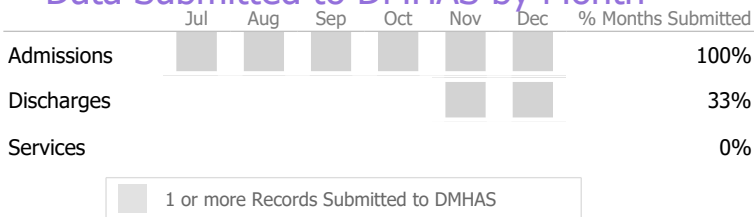
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	84%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	55%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Gambling 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	10	6	67% ▲
Admits	4	-	
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	0%	82%
Valid TEDS Data	0%	83%
<hr/>		
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	1%
<hr/>		
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		N/A	N/A	50%	51%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	52%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	50%	30%	-50% ▼
Abstinence/Reduced Drug Use		0	0%	55%	52%	-55% ▼
Self Help		0	0%	60%	34%	-60% ▼
Improved/Maintained Function Score		0	0%	75%	77%	-75% ▼
Not Arrested		0	0%	75%	79%	-75% ▼
Stable Living Situation		0	0%	95%	82%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	60%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							0%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 59 Active Standard IOP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	46	-46% ▼
Admits	-	23	-100% ▼
Discharges	1	16	-94% ▼
Service Hours	-	214	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	0%	88%
Valid TEDS Data	0%	75%
On-Time Periodic		
6 Month Updates	0%	10%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	53%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		5	20%	50%	28%	-30% ▼
● Not Arrested		10	40%	75%	53%	-35% ▼
● Abstinence/Reduced Drug Use		3	12%	55%	28%	-43% ▼
● Stable Living Situation		10	40%	95%	55%	-55% ▼
● Self Help		0	0%	60%	15%	-60% ▼
● Improved/Maintained Function Score		3	12%	75%	41%	-63% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	37%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	45%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* 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	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	100%
Valid TEDS Data	N/A	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	40%	-55% ▼
Employed		N/A	N/A	50%	38%	-50% ▼
Improved/Maintained Function Score		N/A	N/A	75%	25%	-75% ▼
Not Arrested		N/A	N/A	75%	60%	-75% ▼
Self Help		N/A	N/A	60%	42%	-60% ▼
Stable Living Situation		N/A	N/A	95%	52%	-95% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 6 Active Naltrexone Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	211	300	-30% ▼
Admits	1	71	-99% ▼
Discharges	2	50	-96% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
Valid TEDS Data	100%	60%
On-Time Periodic		
6 Month Updates	0%	39%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	47%	-50% ▼

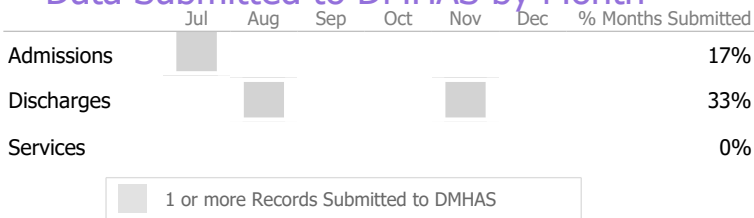
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		15	7%	55%	52%	-48% ▼
Employed		4	2%	50%	30%	-48% ▼
Self Help		3	1%	60%	20%	-59% ▼
Not Arrested		23	11%	75%	66%	-64% ▼
Improved/Maintained Function Score		1	0%	75%	27%	-75% ▼
Stable Living Situation		19	9%	95%	61%	-86% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	53%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 19 Active Buprenorphine Maintenance Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	120		
Admits	118	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	2%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	52%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	38%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	2%	30%	25%	-28% ▼
Social Support		0	0%	60%	63%	-60% ▼
Improved/Maintained Function Score		0	0%	75%	41%	-75% ▼
Stable Living Situation		5	4%	95%	72%	-91% ▼

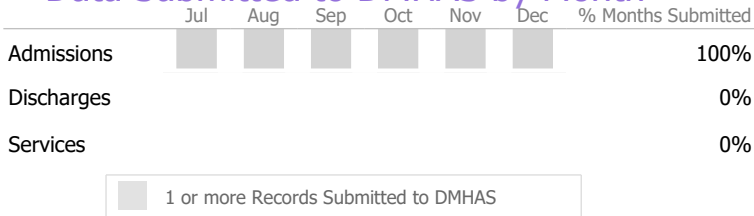
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	84%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	61%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 77 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	47	46	2%
Admits	10	19	-47% ▼
Discharges	22	13	69% ▲
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
Valid TEDS Data	98%	75%
On-Time Periodic		
6 Month Updates	0%	10%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	27%	50%	53%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		31	66%	55%	28%	11% ▲
Not Arrested		39	83%	75%	53%	8%
Stable Living Situation		38	81%	95%	55%	-14% ▼
Employed		13	28%	50%	28%	-22% ▼
Self Help		12	26%	60%	15%	-34% ▼
Improved/Maintained Function Score		13	32%	75%	41%	-43% ▼

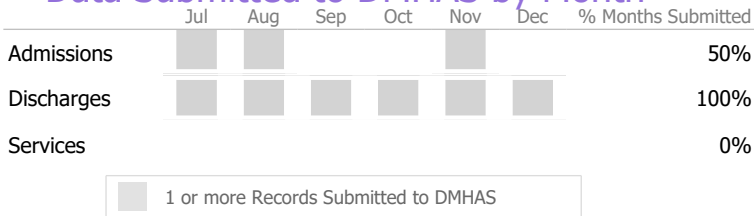
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	37%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	45%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 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	22	12	83% ▲
Admits	7	2	250% ▲
Discharges	-	-	
Service Hours	22	20	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	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		N/A	N/A	50%	77%	N/A

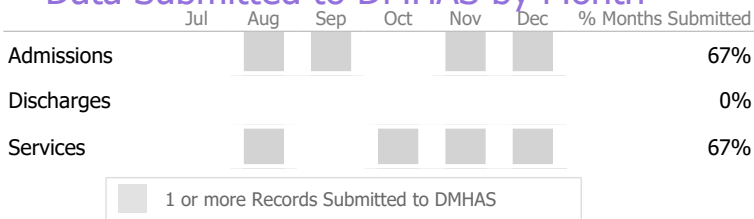
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		5	23%	20%	28%	3%
● Social Support		12	55%	60%	81%	-5%
● Stable Living Situation		13	59%	80%	62%	-21% ▼
● Self Help		5	23%	60%	65%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		9	41%	90%	70%	-49% ▼

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	26	23	13% ▲
Admits	2	2	0%
Discharges	-	-	
Service Hours	2		

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		N/A	N/A	50%	77%	N/A

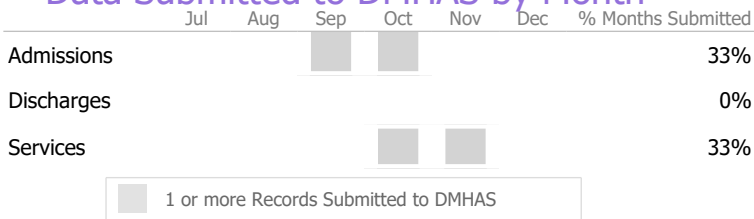
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		1	4%	20%	28%	-16% ▼
Social Support		6	23%	60%	81%	-37% ▼
Self Help		5	19%	60%	65%	-41% ▼
Stable Living Situation		1	4%	80%	62%	-76% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		2	8%	90%	70%	-82% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

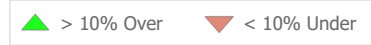
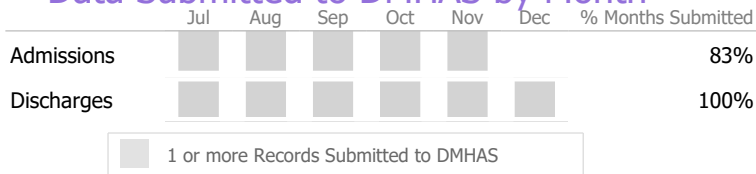
* State Avg based on 8 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	654	1,177	-44% ▼
Admits	24	265	-91% ▼
Discharges	88	382	-77% ▼

Data Submitted to DMHAS by Month



* State Avg based on 12 Active Pre-trial Intervention Programs Programs

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

Pre-Trial Impaired Driving Intervention (FFS)

Wheeler Clinic

Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

Connecticut Dept of Mental Health and Addiction Services

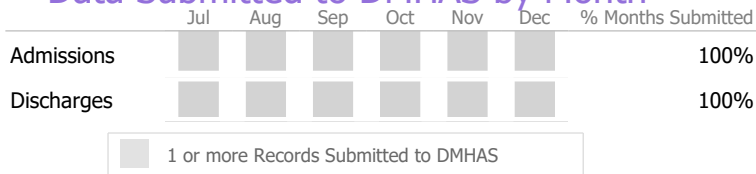
Program Quality Dashboard

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	583	434	34% ▲
Admits	283	111	155% ▲
Discharges	266	182	46% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 12 Active Pre-trial Intervention Programs Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,686	2,103	-20% ▼
Admits	499	831	-40% ▼
Discharges	170	890	-81% ▼
Service Hours	3	5,253	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	12%	88%
Valid TEDS Data	9%	75%
On-Time Periodic		
6 Month Updates	0%	10%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		108	64%	50%	53%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		178	11%	50%	28%	-39% ▼
● Abstinence/Reduced Drug Use		119	7%	55%	28%	-48% ▼
● Not Arrested		338	20%	75%	53%	-55% ▼
● Self Help		76	5%	60%	15%	-55% ▼
● Improved/Maintained Function Score		198	16%	75%	41%	-59% ▼
● Stable Living Situation		373	22%	95%	55%	-73% ▼

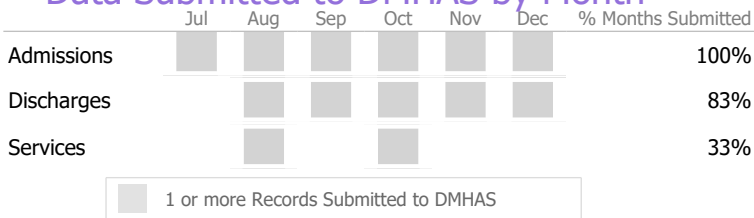
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	0%	90%	37%	-90% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	45%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 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	1,422	1,631	-13% ▼
Admits	419	729	-43% ▼
Discharges	168	644	-74% ▼
Service Hours	20	4,618	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	11%	88%
Valid TEDS Data	9%	75%
On-Time Periodic		
6 Month Updates	0%	10%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		107	64%	50%	53%	14% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		210	15%	50%	28%	-35% ▼
● Abstinence/Reduced Drug Use		114	8%	55%	28%	-47% ▼
● Not Arrested		293	21%	75%	53%	-54% ▼
● Self Help		37	3%	60%	15%	-57% ▼
● Improved/Maintained Function Score		238	22%	75%	41%	-53% ▼
● Stable Living Situation		363	26%	95%	55%	-69% ▼

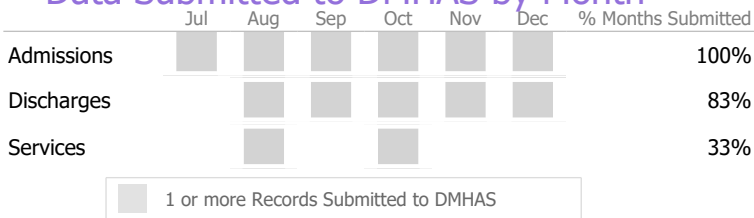
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	0%	90%	37%	-90% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	45%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 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.

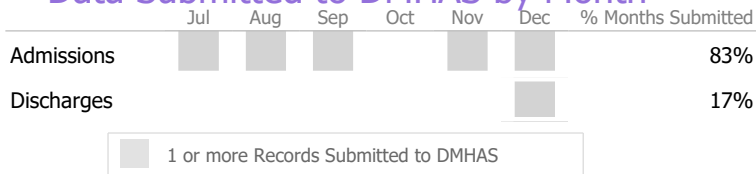
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	12	33% ▲
Admits	5	6	-17% ▼
Discharges	9	7	29% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	78%	-50% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

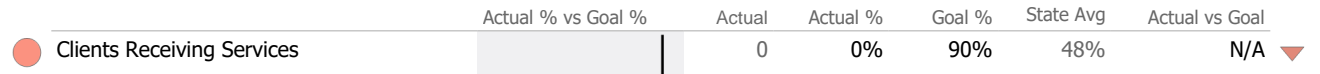
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	8	175% ▲
Admits	17	8	113% ▲
Discharges	12	4	200% ▲
Service Hours	-	-	

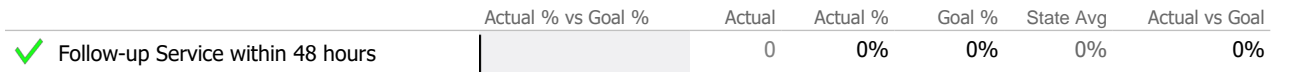
Service Utilization



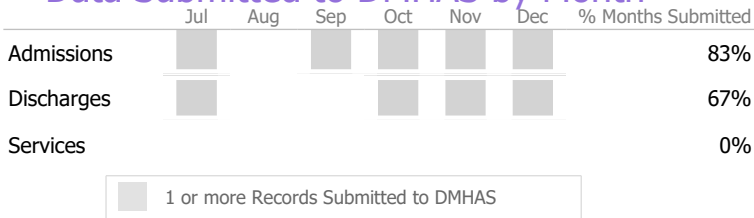
Data Submission Quality



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 4 Active Court Liaison-Jail Diversion Programs

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