

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	675	623	8%
	Admits	750	697	8%
	Discharges	635	703	-10%
	Service Hours	2,178	1,763	24% ▲
	Bed Days	5,516	7,868	-30% ▼

▲ > 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	#	%
Addiction	Outpatient	382	42.7%
	Residential Services	116	13.0%
	Case Management	90	10.1%
Other	Other	211	23.6%
Forensic SA	Case Management	96	10.7%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	63	9%	9%	Male	507	75%	▲ 59%
26-34	198	29%	20%	Female	168	25%	▼ 40%
35-44	201	30%	25%	Transgender			0%
45-54	137	20%	18%				
55-64	67	10%	19%				
65+	7	1%	10%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	455	67%	64%	White/Caucasian	278	41%	▼ 59%
Hisp-Puerto Rican	152	23%	▲ 10%	Black/African American	223	33%	▲ 17%
Hispanic-Other	59	9%	10%	Other	162	24%	▲ 12%
Hispanic-Cuban	5	1%	0%	Am. Indian/Native Alaskan	6	1%	1%
Hispanic-Mexican	4	1%	1%	Hawaiian/Other Pacific Islander	4	1%	0%
Unknown			▼ 14%	Asian	2	0%	1%
				Multiple Races			1%
				Unknown			9%

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

Variations 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 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	64	41% ▲
Admits	74	55	35% ▲
Discharges	76	59	29% ▲
Service Hours	195	68	187% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic 6 Month Updates	N/A	31%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		75	99%	50%	46%	49% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		91	100%	80%	64%	20% ▲
✓ Employed		28	31%	20%	31%	11% ▲
● Self Help		0	0%	60%	40%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		13	87%	90%	69%	-3%

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

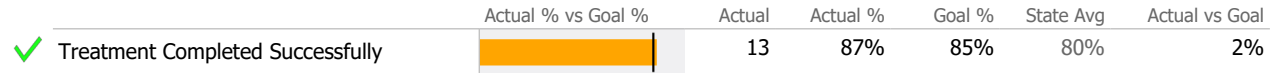
* State Avg based on 9 Active Standard Case Management Programs

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

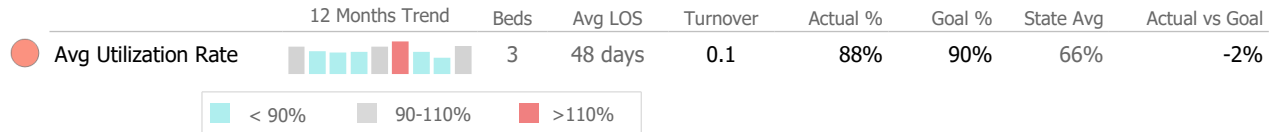
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	17	17	0%
Discharges	15	18	-17% ▼
Bed Days	723	742	-3%

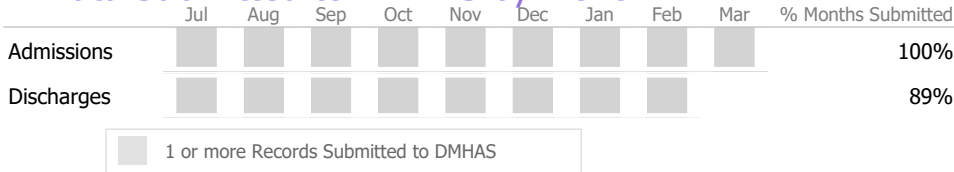
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month

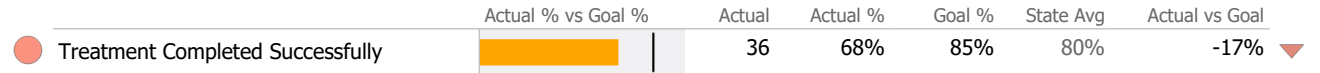


* State Avg based on 12 Active Recovery House Programs

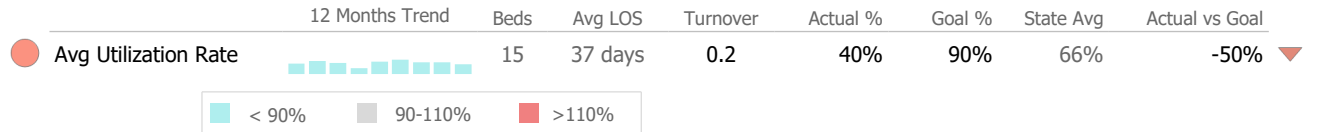
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	60	42	43% ▲
Admits	54	41	32% ▲
Discharges	53	43	23% ▲
Bed Days	1,667	1,299	28% ▲

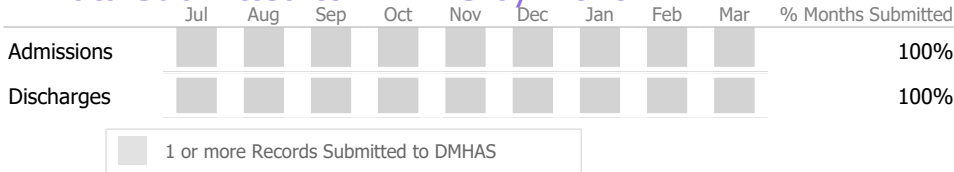
Discharge Outcomes



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	25	66	-62% ▼
Admits	17	50	-66% ▼
Discharges	25	52	-52% ▼
Bed Days	1,766	4,168	-58% ▼

Discharge Outcomes

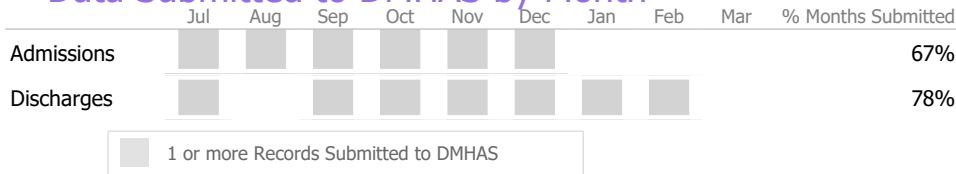
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	88%	85%	80%	3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		23	94 days	0.6	28%	90%	66%	-62% ▼

■ < 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	68	42	62% ▲
Admits	67	37	81% ▲
Discharges	30	41	-27% ▼
Service Hours	184	74	150% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		27	90%	50%	80%	40% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		65	94%	60%	84%	34% ▲
Self Help		48	70%	60%	69%	10%
Stable Living Situation		61	88%	80%	70%	8%
Employed		14	20%	20%	28%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		35	90%	90%	76%	0%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	18	89% ▲
Admits	29	16	81% ▲
Discharges	28	16	75% ▲
Service Hours	133	53	153% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		27	96%	50%	80%	46% ▲

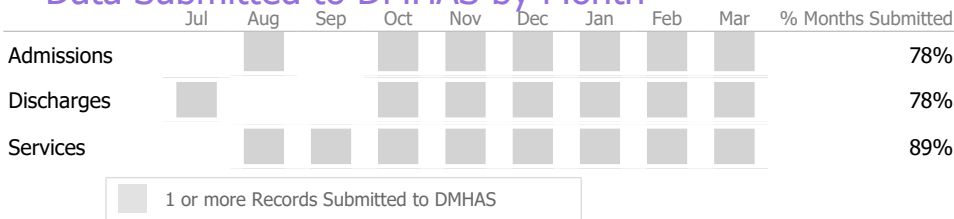
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		31	91%	60%	84%	31% ▲
● Self Help		19	56%	60%	69%	-4%
● Stable Living Situation		25	74%	80%	70%	-6%
● Employed		0	0%	20%	28%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	76%	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	382	365	5%
Admits	374	360	4%
Discharges	316	347	-9%
Service Hours	1,586	1,440	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
Valid TEDS Data	75%	67%
On-Time Periodic		
6 Month Updates	0%	9%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		136	43%	50%	52%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		387	95%	75%	58%	20% ▲
Improved/Maintained Function Score		271	84%	75%	46%	9%
Employed		168	41%	50%	30%	-9%
Stable Living Situation		345	85%	95%	59%	-10%
Abstinence/Reduced Drug Use		181	45%	55%	32%	-10% ▼
Self Help		70	17%	60%	16%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		85	94%	90%	41%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		320	90%	75%	45%	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 101 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	36	-44% ▼
Admits	15	32	-53% ▼
Discharges	14	31	-55% ▼
Bed Days	1,360	1,239	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
Valid TEDS Data	100%	94%
On-Time Periodic		
6 Month Updates	N/A	50%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	71%	70%	75%	1%
✓ No Re-admit within 30 Days of Discharge		13	93%	85%	90%	8%
● Follow-up within 30 Days of Discharge		6	60%	90%	56%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		12	60%	70%	77%	-10%
● Improved/Maintained Function Score		13	93%	95%	92%	-2%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	95 days	0.3	62%	90%	75%	-28% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	89%
Discharges	■	■	■	■	■	■	■	■		89%

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.