

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	835	774	8%
	Admits	996	921	8%
	Discharges	855	949	-10%
	Service Hours	3,109	2,357	32% ▲
	Bed Days	7,172	9,565	-25% ▼

▲ > 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	490	43.7%
	Residential Services	144	12.8%
	Case Management	110	9.8%
Other	Other	250	22.3%
Forensic SA	Case Management	128	11.4%

Client Demographics

Age	#	%	State Avg
18-25	81	10%	9%
26-34	242	29%	20%
35-44	250	30%	25%
45-54	167	20%	18%
55-64	86	10%	18%
65+	7	1%	9%

Gender	#	%	State Avg
Male	635	76%	▲ 60%
Female	200	24%	▼ 40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	554	66%	64%
Hisp-Puerto Rican	202	24%	▲ 10%
Hispanic-Other	70	8%	11%
Hispanic-Cuban	5	1%	0%
Hispanic-Mexican	4	0%	1%
Unknown			▼ 15%

Race	#	%	State Avg
White/Caucasian	330	40%	▼ 58%
Black/African American	272	33%	▲ 17%
Other	219	26%	▲ 12%
Am. Indian/Native Alaskan	6	1%	1%
Hawaiian/Other Pacific Islander	5	1%	0%
Asian	3	0%	1%
Multiple Races			1%
Unknown			9%

■ 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 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	89	24% ▲
Admits	94	80	18% ▲
Discharges	98	73	34% ▲
Service Hours	252	93	171% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic		
6 Month Updates	0%	28%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		96	98%	50%	47%	48% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		111	100%	80%	70%	20% ▲
Employed		37	33%	20%	32%	13% ▲
Self Help		0	0%	60%	41%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	85%	90%	78%	-5%

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

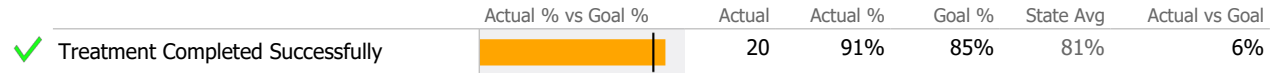
* State Avg based on 8 Active Standard Case Management Programs

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

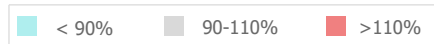
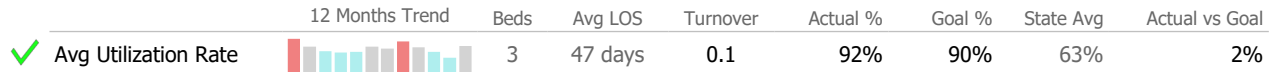
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	26	-8%
Admits	23	23	0%
Discharges	22	24	-8%
Bed Days	1,009	971	4%

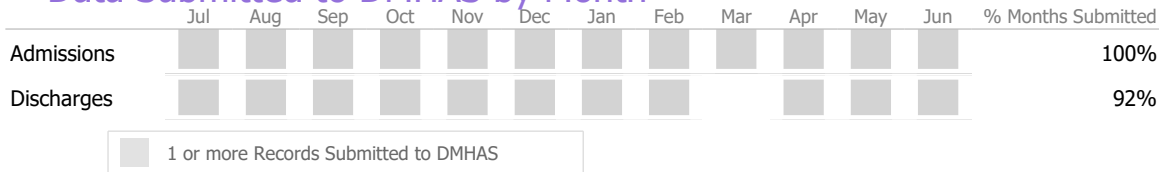
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month

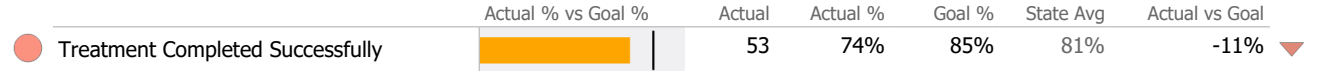


* State Avg based on 12 Active Recovery House Programs

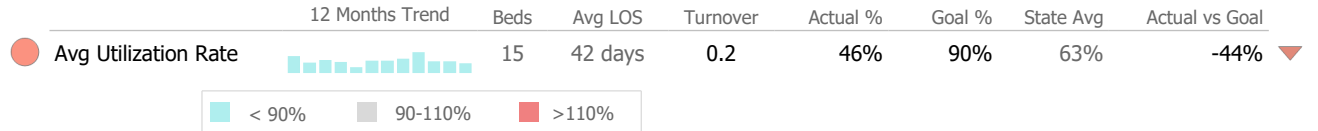
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	53	47% ▲
Admits	72	54	33% ▲
Discharges	72	55	31% ▲
Bed Days	2,501	1,710	46% ▲

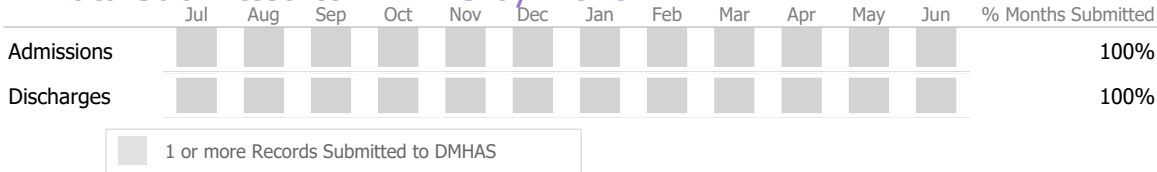
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 12 Active Recovery House Programs

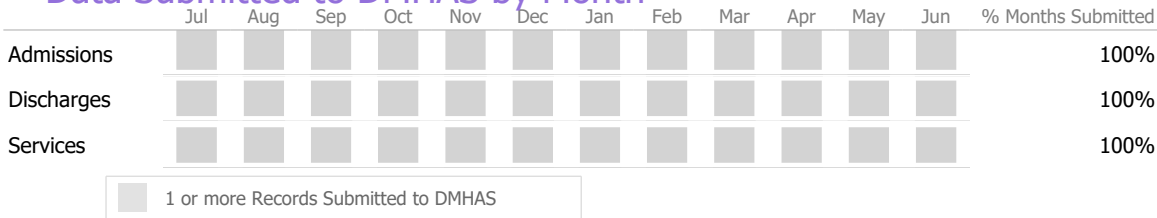
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	250	242	3%
Admits	144	110	31% ▲
Discharges	101	131	-23% ▼
Service Hours	131	148	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg						
<table border="1"> <thead> <tr> <th>Diagnosis</th> <th>Actual</th> <th>State Avg</th> </tr> </thead> <tbody> <tr> <td> ✔ Valid Axis I Diagnosis <div style="display: inline-block; width: 40px; height: 15px; background-color: orange; margin-left: 5px;"></div> </td> <td>100%</td> <td>85%</td> </tr> </tbody> </table>	Diagnosis	Actual	State Avg	✔ Valid Axis I Diagnosis <div style="display: inline-block; width: 40px; height: 15px; background-color: orange; margin-left: 5px;"></div>	100%	85%		
Diagnosis	Actual	State Avg						
✔ Valid Axis I Diagnosis <div style="display: inline-block; width: 40px; height: 15px; background-color: orange; margin-left: 5px;"></div>	100%	85%						

Data Submitted to DMHAS by Month



▲ > 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

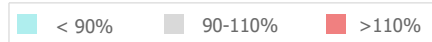
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	71	-61% ▼
Admits	20	56	-64% ▼
Discharges	25	65	-62% ▼
Bed Days	1,780	4,369	-59% ▼

Discharge Outcomes

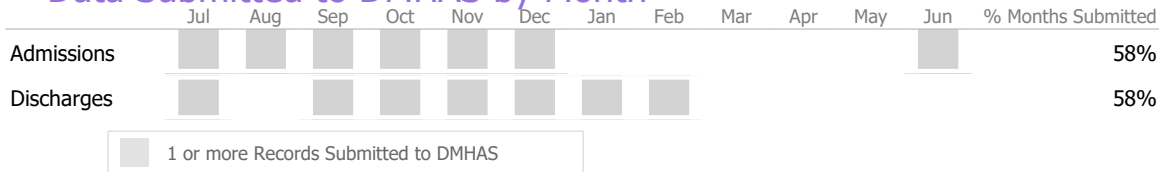
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		22	88%	85%	81%	3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		27	91 days	0.6	18%	90%	63%	-72% ▼



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	91	55	65% ▲
Admits	91	50	82% ▲
Discharges	70	53	32% ▲
Service Hours	245	88	179% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		67	96%	50%	72%	46% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		82	88%	60%	90%	28% ▲
✓ Stable Living Situation		84	90%	80%	73%	10%
✓ Employed		20	22%	20%	31%	2%
● Self Help		51	55%	60%	68%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		20	87%	90%	89%	-3%

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	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 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	44	24	83% ▲
Admits	39	22	77% ▲
Discharges	33	20	65% ▲
Service Hours	167	74	127% ▲

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		32	97%	50%	72%	47% ▲

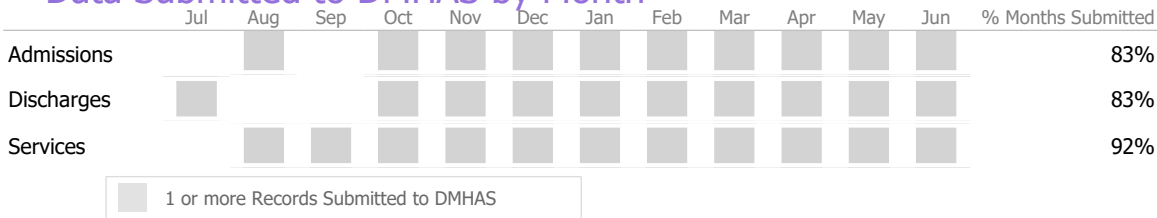
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		41	93%	60%	90%	33% ▲
● Self Help		25	57%	60%	68%	-3%
● Stable Living Situation		29	66%	80%	73%	-14% ▼
● Employed		1	2%	20%	31%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	89%	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	490	481	2%
Admits	492	486	1%
Discharges	412	489	-16% ▼
Service Hours	2,314	1,955	18% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
Valid TEDS Data	77%	66%
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		175	42%	50%	53%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		499	95%	75%	61%	20% ▲
Improved/Maintained Function Score		357	84%	75%	52%	9%
Abstinence/Reduced Drug Use		257	49%	55%	34%	-6%
Stable Living Situation		447	85%	95%	62%	-10%
Employed		214	41%	50%	32%	-9%
Self Help		96	18%	60%	18%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		107	96%	90%	45%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		403	86%	75%	47%	11% ▲

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 104 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	26	43	-40% ▼
Admits	21	40	-48% ▼
Discharges	22	39	-44% ▼
Bed Days	1,882	1,499	26% ▲

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	20%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	73%	70%	75%	3%
✓ No Re-admit within 30 Days of Discharge		20	91%	85%	90%	6%
○ Follow-up within 30 Days of Discharge		11	69%	90%	56%	-21% ▼

Recovery

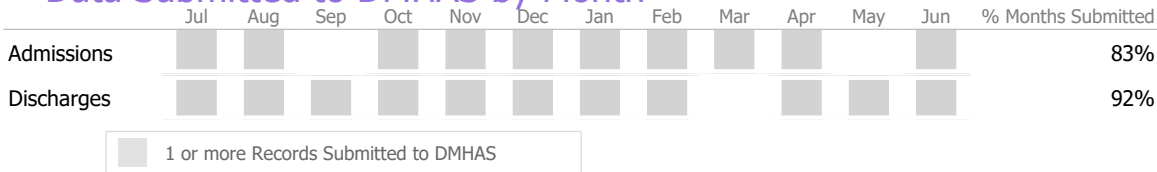
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
○ Abstinence/Reduced Drug Use		18	69%	70%	78%	-1%
○ Improved/Maintained Function Score		20	91%	95%	92%	-4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		8	102 days	0.2	64%	90%	75%	-26% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 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.