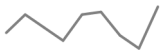
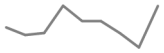
Connecticut Counseling Centers Inc.
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,753	1,844	-5%
	Admits	359	402	-11% ▼
	Discharges	321	467	-31% ▼
	Service Hours	9,662	9,980	-3%

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

Consumer Satisfaction Survey

(Based on 680 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Respect		91%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Outcome		89%	80%	83%
✓ Access		87%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Medication Assisted Treatment	1,668	89.1%
	Recovery Support	204	10.9%

Client Demographics

Age	#	%	State Avg
18-25	17	1%	8%
26-34	256	15%	19%
35-44	611	35%	25%
45-54	388	22%	18%
55-64	331	19%	18%
65+	162	9%	11%

Gender	#	%	State Avg
Male	1,101	62%	59%
Female	658	37%	40%
Transgender/Other	6	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,338	76%	▲ 64%
Hisp-Puerto Rican	190	11%	10%
Hispanic-Other	121	7%	11%
Unknown	114	6%	14%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	1,487	84%	▲ 58%
Black/African American	134	8%	17%
Other	129	7%	12%
Am. Indian/Native Alaskan	6	0%	1%
Asian	5	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Unknown	1	0%	9%
Multiple Races			1%

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

Dnbry MM 1.3 051723
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	638	695	-8%	
Admits	125	145	-14%	▼
Discharges	111	189	-41%	▼
Service Hours	4,401	3,936	12%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
✓ Valid TEDS Data	100%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	71%	65%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		72	65%	50%	56%	15%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		353	53%	50%	67%	3%	
✓ Not Arrested		529	79%	75%	91%	4%	
● Employed		253	38%	40%	38%	-2%	
● Improved/Maintained Function Score		423	69%	75%	47%	-6%	
● Stable Living Situation		513	77%	90%	85%	-13%	▼
● Self Help		226	34%	60%	40%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		426	76%	90%	31%	-14%	▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Length of Stay over 1 Year		508	79%	50%	69%	29%	▲

Data Submitted to DMHAS for 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 39 Active Methadone Maintenance Programs

Norwalk MM 900515
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	198	196	1%	
Admits	36	32	13%	▲
Discharges	30	38	-21%	▼
Service Hours	2,321	2,112	10%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
✓ Valid TEDS Data	100%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	96%	65%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		17	57%	50%	56%	7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		196	97%	75%	91%	22%	▲
✓ Abstinence/Reduced Drug Use		139	69%	50%	67%	19%	▲
✓ Employed		116	57%	40%	38%	17%	▲
✓ Improved/Maintained Function Score		169	91%	75%	47%	16%	▲
✓ Stable Living Situation		194	96%	90%	85%	6%	
● Self Help		118	58%	60%	40%	-2%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		167	97%	90%	31%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Length of Stay over 1 Year		156	79%	50%	69%	29%	▲

Data Submitted to DMHAS for 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 39 Active Methadone Maintenance Programs

Recovery Coach - Meth
Connecticut Counseling Centers Inc.
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	203	149	36%	▲
Admits	63	66	-5%	
Discharges	39	32	22%	▲
Service Hours	64	130	-51%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■			78%
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 Peer Based Mentoring Programs

Waterbury MM 100447
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	827	890	-7%	
Admits	135	159	-15%	▼
Discharges	141	208	-32%	▼
Service Hours	2,876	3,802	-24%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	98%
✓ Valid TEDS Data	100%	97%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	60%	65%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		53	38%	50%	56%	-12%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Not Arrested		622	73%	75%	91%	-2%	
● Abstinence/Reduced Drug Use		362	42%	50%	67%	-8%	
● Employed		239	28%	40%	38%	-12%	▼
● Improved/Maintained Function Score		482	62%	75%	47%	-13%	▼
● Stable Living Situation		599	70%	90%	85%	-20%	▼
● Self Help		174	20%	60%	40%	-40%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		481	67%	90%	31%	-23%	▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Length of Stay over 1 Year		661	80%	50%	69%	30%	▲

Data Submitted to DMHAS for 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 39 Active Methadone Maintenance Programs