Wellmore
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	701	674	4%	
	Admits	842	757	11%	▲
	Discharges	693	699	-1%	
	Service Hours	2,581	2,188	18%	▲
	Bed Days	9,812	5,513	78%	▲

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

Consumer Satisfaction Survey   (Based on 259 FY24 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		89%	80%	92%
✓	Quality and Appropriateness		89%	80%	93%
✓	Overall		89%	80%	91%
✓	General Satisfaction		88%	80%	92%
✓	Respect		88%	80%	91%
✓	Access		86%	80%	88%
●	Outcome		79%	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		388	37.9%
	Residential Services		165	16.1%
	Case Management		72	7.0%
Other				
	Other		319	31.1%
Forensic SA				
	Case Management		81	7.9%

Client Demographics

Age

		#	%	State Avg
18-25		55	8%	8%
26-34		173	25%	19%
35-44		215	31%	25%
45-54		149	21%	18%
55-64		94	13%	18%
65+		18	3%	11%

Gender

		#	%		State Avg
Male		543	77%	▲	59%
Female		161	23%	▼	40%
Transgender/Other					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		487	69%		64%
Hisp-Puerto Rican		157	22%	▲	10%
Hispanic-Other		50	7%		11%
Hispanic-Mexican		6	1%		1%
Hispanic-Cuban		4	1%		0%
Unknown				▼	14%

Race

		#	%		State Avg
White/Caucasian		305	43%	▼	58%
Black/African American		232	33%	▲	17%
Other		157	22%		12%
Asian		4	1%		1%
Hawaiian/Other Pacific Islander		3	0%		0%
Am. Indian/Native Alaskan		2	0%		1%
Multiple Races		1	0%		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 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	90	-20%	▼
Admits	69	74	-7%	
Discharges	65	78	-17%	▼
Service Hours	189	195	-3%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		100%	90%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	46%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		65	100%	50%	65%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		79	100%	80%	70%	20%	▲
✓	Employed		26	33%	20%	30%	13%	▲
✓	Self Help		51	65%	60%	42%	5%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		15	94%	90%	92%	4%

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

Legend:
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

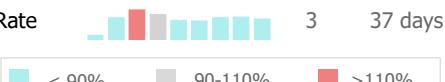* State Avg based on 8 Active Standard Case Management Programs

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

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	20	19	5%	
Admits	17	17	0%	
Discharges	18	15	20%	▲
Bed Days	629	723	-13%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		18	100%	85%	76%	15%	▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		3	37 days	0.1	77%	90%	60%	-13%	▼
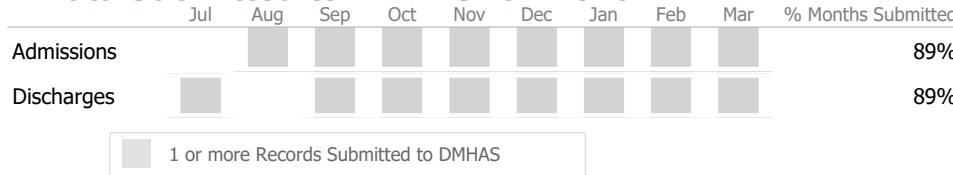
▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS for Month

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

▢ 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

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

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	74	61	21%	▲
Admits	76	55	38%	▲
Discharges	68	54	26%	▲
Bed Days	3,059	1,664	84%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Treatment Completed Successfully	▬▬▬▬	55	81%	85%	76%	-4%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate	▪▪▪▪▪▪▪▪	15	47 days	0.2	74%	90%	60%	-16% ▼
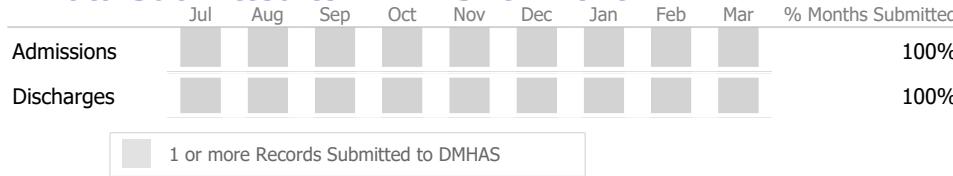
▢ < 90%	▢ 90-110%	▨ >110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

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 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	319	217	47%	▲
Admits	199	109	83%	▲
Discharges	107	115	-7%	
Service Hours	159	80	98%	▲

Data Submission Quality

Data Entry		Actual	State Avg

Diagnosis		Actual	State Avg
✔ Valid MH/SU Diagnosis		100%	87%

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 5 Active Integrated Primary Care Programs

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

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	76	25	204%	▲
Admits	74	17	335%	▲
Discharges	55	25	120%	▲
Bed Days	4,475	1,766	153%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		35	64%	85%	76%	-21%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
● Avg Utilization Rate		27	74 days	0.3	60%	90%	60%	-30%	▼
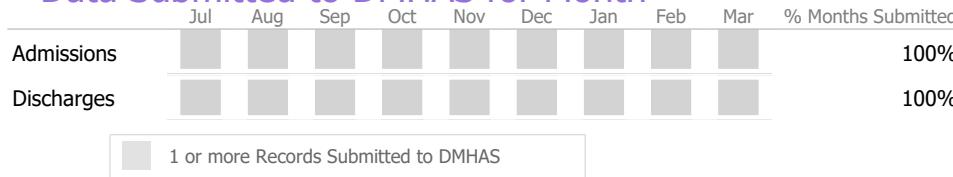
	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

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 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	68	-10%	▼
Admits	47	67	-30%	▼
Discharges	35	45	-22%	▼
Service Hours	84	195	-57%	▼
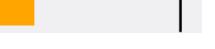
Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	99%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	0%	1%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		27	77%	50%	83%	27%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		58	94%	60%	93%	34%	▲
✓	Stable Living Situation		56	90%	80%	85%	10%	
✓	Employed		17	27%	20%	27%	7%	
🔴	Self Help		33	53%	60%	63%	-7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		5	19%	90%	73%	-71%	▼

Data Submitted to DMHAS for Month
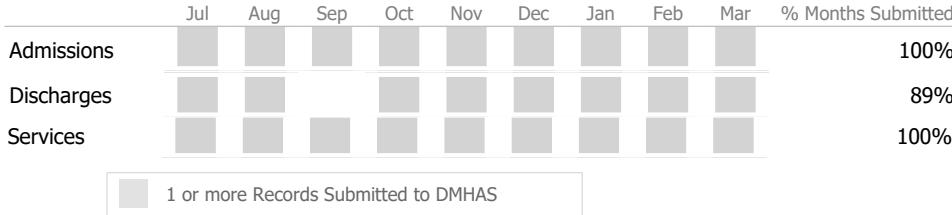
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪		▪	▪	▪	▪	▪	▪	89%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▢ 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

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 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	34	-29%	▼
Admits	13	29	-55%	▼
Discharges	16	28	-43%	▼
Service Hours	94	133	-29%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		13	81%	50%	83%	31%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		23	96%	60%	93%	36%	▲
✓ Self Help		18	75%	60%	63%	15%	▲
● Employed		2	8%	20%	27%	-12%	▼
● Stable Living Situation		13	54%	80%	85%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		6	75%	90%	73%	-15%	▼

Data Submitted to DMHAS for Month
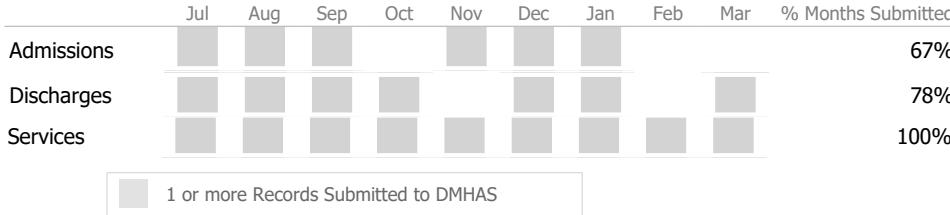
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										67%
Discharges										78%
Services										100%

☐ 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

Waterbury Outpatient
Wellmore
Addiction - Outpatient - Standard Outpatient

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	385	380	1%	
Admits	324	374	-13%	▼
Discharges	310	325	-5%	
Service Hours	2,056	1,585	30%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	92%
✓ Valid TEDS Data		87%	52%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	8%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		142	46%	50%	51%	-4%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		389	93%	75%	50%	18%	▲
✓ Abstinence/Reduced Drug Use		248	59%	55%	28%	4%	
✓ Improved/Maintained Function Score		290	83%	75%	44%	8%	
● Stable Living Situation		379	90%	95%	51%	-5%	
● Employed		162	39%	50%	26%	-11%	▼
● Self Help		128	31%	60%	15%	-29%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		80	72%	90%	48%	-18%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		272	90%	75%	65%	15%	▲

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
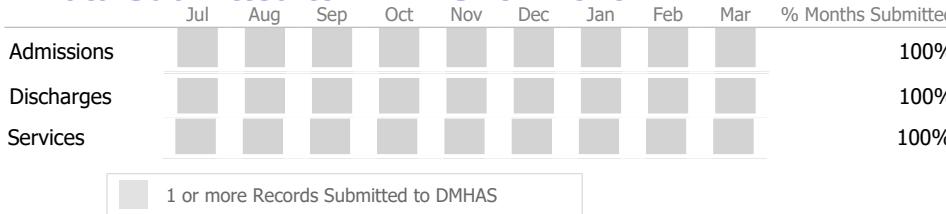
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 106 Active Standard Outpatient Programs

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 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	20	30%	▲
Admits	23	15	53%	▲
Discharges	19	14	36%	▲
Bed Days	1,649	1,360	21%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		11	58%	70%	76%	-12%	▼
🔴	No Re-admit within 30 Days of Discharge		14	74%	85%	92%	-11%	▼
🔴	Follow-up within 30 Days of Discharge		8	73%	90%	58%	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	84%
✔ Valid TEDS Data		100%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	67%

Diagnosis		Actual	State Avg
✔ Valid MH/SU Diagnosis		100%	100%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Abstinence/Reduced Drug Use		17	63%	70%	80%	-7%	
✔	Improved/Maintained Function Score		19	100%	95%	92%	5%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		8	92 days	0.2	75%	90%	73%	-15%	▼

	< 90%		90-110%		>110%

Data Submitted to DMHAS for Month

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

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal
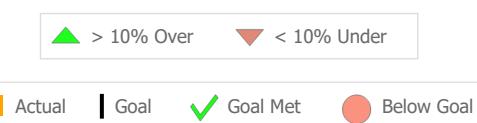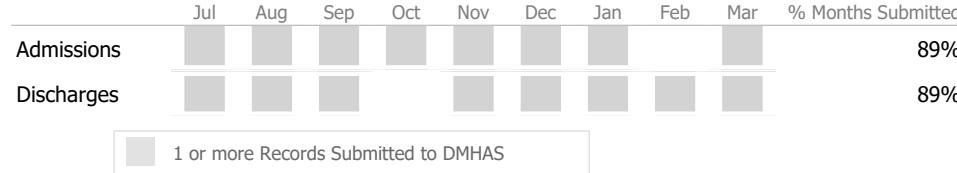
* State Avg based on 17 Active Intermediate/Long Term Res.Tx 3.5 Programs