Connecticut Counseling Centers Inc.
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -December 2025   (Data as of Mar 13, 2026)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,651	1,687	-2%	
	Admits	145	265	-45%	▼
	Discharges	134	219	-39%	▼
	Service Hours	2,890	3,414	-15%	▼

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

Consumer Satisfaction Survey   (Based on 552 FY25 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		95%	80%	91%
✓	Quality and Appropriateness		95%	80%	93%
✓	Respect		94%	80%	91%
✓	Participation in Treatment		94%	80%	92%
✓	Outcome		93%	80%	83%
✓	General Satisfaction		92%	80%	92%
✓	Access		92%	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	1,587	91.1%
	Recovery Support	155	8.9%

Client Demographics

Age

	#	%	State Avg
18-25	9	1%	8%
26-34	192	12%	18%
35-44	577	35%	25%
45-54	379	23%	19%
55-64	327	20%	19%
65+	176	11%	12%

Gender

	#	%	State Avg
Male	1,031	62%	59%
Female	622	37%	40%
Transgender/Other	7	0%	0%

Ethnicity

	#	%		State Avg
Non-Hispanic	1,257	76%	▲	64%
Hisp-Puerto Rican	176	11%		10%
Hispanic-Other	118	7%		12%
Unknown	107	6%		13%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican	1	0%		1%

Race

	#	%		State Avg
White/Caucasian	1,406	85%	▲	59%
Black/African American	130	8%		18%
Other	109	7%		12%
Am. Indian/Native Alaskan	5	0%		1%
Asian	5	0%		1%
Hawaiian/Other Pacific Islander	4	0%		0%
Unknown	1	0%		8%
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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	593	616	-4%	
Admits	45	92	-51%	▼
Discharges	45	72	-38%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		100%	97%
Valid Primary Drug Data		100%	95%

Periodic Submitted		Actual	State Avg
6 Month Updates		72%	56%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		99%	97%

Discharge Outcomes
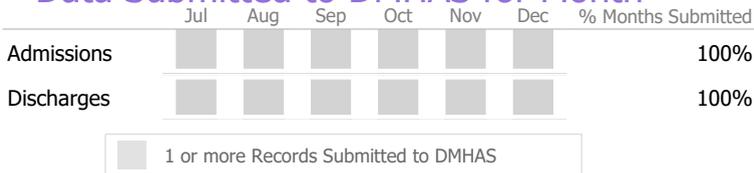
(Data as of Mar 13, 2026)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		30	71%	50%	64%	21%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Social Support		430	71%	N/A	79%	N/A	
✓	Not Arrested		467	77%	75%	85%	2%	
✓	Abstinence/Reduced Drug Use		313	52%	50%	63%	2%	
✓	Employed		243	40%	40%	41%	0%	
✓	Improved/Maintained Function Score		435	76%	75%	34%	1%	
🔴	Stable Living Situation		456	75%	90%	80%	-15%	▼
🔴	Self Help		196	32%	60%	37%	-28%	▼

Service Engagement

Medication Assisted Treatment		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Length of Stay over 1 Year		505	84%	50%	72%	34%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 40 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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	192	190	1%	
Admits	14	24	-42%	▼
Discharges	7	18	-61%	▼
Service Hours	1,203	1,428	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	97%
Valid Primary Drug Data		100%	95%

Periodic Submitted		Actual	State Avg
6 Month Updates		88%	56%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		100%	97%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	14%	50%	64%	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Social Support		171	89%	N/A	79%	N/A	
✓ Not Arrested		189	98%	75%	85%	23%	▲
✓ Employed		118	61%	40%	41%	21%	▲
✓ Abstinence/Reduced Drug Use		128	66%	50%	63%	16%	▲
✓ Improved/Maintained Function Score		173	96%	75%	34%	21%	▲
✓ Stable Living Situation		184	95%	90%	80%	5%	
🔴 Self Help		107	55%	60%	37%	-5%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		169	91%	90%	28%	1%	

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Length of Stay over 1 Year		158	82%	50%	72%	32%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐	100%
Discharges	☐	☐	☐				67%
Services	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 40 Active Methadone Maintenance Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	154	201	-23%	▼
Admits	1	61	-98%	▼
Discharges	20	31	-35%	▼
Service Hours	2	54	-97%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢					17%
Discharges		▢	▢	▢		▢	67%
Services	▢	▢					33%

▢ 1 or more Records Submitted to DMHAS
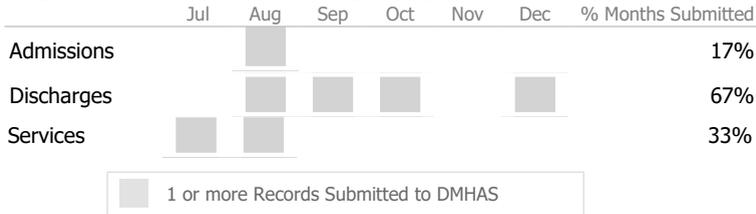
▲ > 10% Over   ▼ < 10% Under

█ 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 2025 - December 2025

Program Activity

(Data as of Mar 13, 2026)

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	795	791	1%	
Admits	85	88	-3%	
Discharges	62	98	-37%	▼
Service Hours	1,686	1,932	-13%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		99%	97%
Valid Primary Drug Data		100%	95%

Periodic Submitted		Actual	State Avg
6 Month Updates		60%	56%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		98%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		28	45%	50%	64%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		507	63%	N/A	79%	N/A
● Not Arrested		571	71%	75%	85%	-4%
● Abstinence/Reduced Drug Use		359	45%	50%	63%	-5%
● Employed		243	30%	40%	41%	-10% ▼
● Improved/Maintained Function Score		503	69%	75%	34%	-6%
● Stable Living Situation		555	69%	90%	80%	-21% ▼
● Self Help		151	19%	60%	37%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		475	64%	90%	28%	-26% ▼

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Length of Stay over 1 Year		640	80%	50%	72%	30% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 40 Active Methadone Maintenance Programs