

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	593	488	22% ▲
	Admits	667	552	21% ▲
	Discharges	559	487	15% ▲
	Service Hours	2,597	1,702	53% ▲
	Bed Days	6,834	5,864	17% ▲

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

Consumer Satisfaction Survey

(Based on 234 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Overall		95%	80%	91%
✓ Access		95%	80%	88%
✓ Respect		94%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		88%	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	356	39.7%
	Residential Services	124	13.8%
	Case Management	75	8.4%
Other	Other	290	32.4%
Forensic SA	Case Management	51	5.7%

Client Demographics

Age	#	%	State Avg
18-25	41	7%	8%
26-34	121	20%	18%
35-44	199	33%	25%
45-54	134	22%	19%
55-64	90	15%	19%
65+	11	2%	12%

Gender	#	%	State Avg
Male	482	81%	▲ 59%
Female	113	19%	▼ 40%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	402	67%	64%
Hisp-Puerto Rican	153	26%	▲ 10%
Hispanic-Other	32	5%	12%
Hispanic-Mexican	5	1%	1%
Hispanic-Cuban	4	1%	0%
Unknown			▼ 13%

Race	#	%	State Avg
White/Caucasian	261	44%	▼ 59%
Black/African American	199	33%	▲ 18%
Other	128	21%	12%
Am. Indian/Native Alaskan	4	1%	1%
Hawaiian/Other Pacific Islander	3	1%	0%
Asian	1	0%	1%
Multiple Races			1%
Unknown			8%

■ 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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	53	42% ▲
Admits	65	47	38% ▲
Discharges	55	44	25% ▲
Service Hours	303	120	152% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	44%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		47	85%	50%	55%	35% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		77	97%	60%	50%	37% ▲
Social Support		61	77%	N/A	76%	N/A
✓ Stable Living Situation		70	89%	80%	70%	9%
✓ Employed		20	25%	20%	31%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	85%	10%

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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	13	8%
Admits	11	10	10%
Discharges	11	10	10%
Bed Days	472	382	24% ▲

Discharge Outcomes

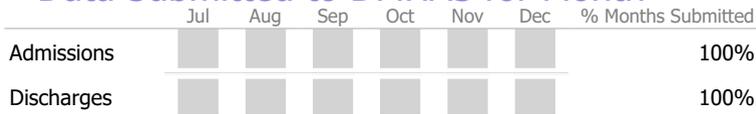
(Data as of Mar 13, 2026)



Bed Utilization



Data Submitted to DMHAS for Month



1 or more Records Submitted to DMHAS



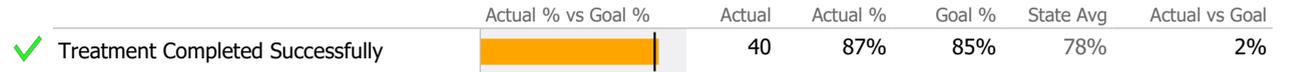
* State Avg based on 16 Active Recovery House Programs

Program Activity

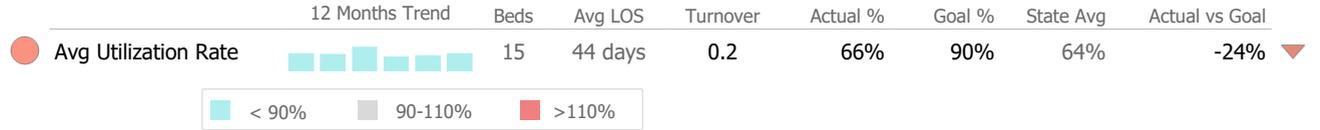
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	57	-5%
Admits	44	57	-23% ▼
Discharges	46	52	-12% ▼
Bed Days	1,818	1,886	-4%

Discharge Outcomes

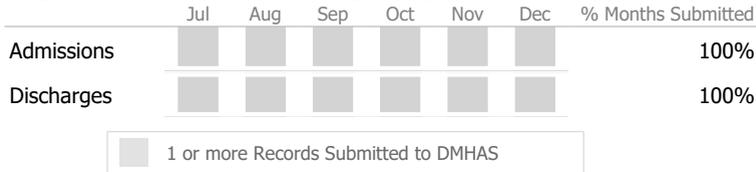
(Data as of Mar 13, 2026)



Bed Utilization



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

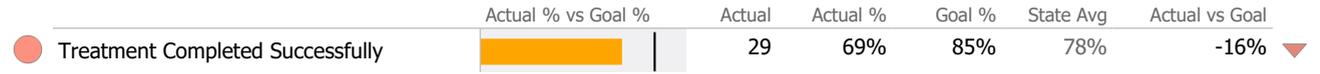
* State Avg based on 16 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	52	12% ▲
Admits	42	50	-16% ▼
Discharges	42	40	5%
Bed Days	3,831	2,569	49% ▲

Discharge Outcomes

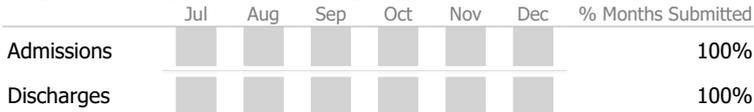
(Data as of Mar 13, 2026)



Bed Utilization



Data Submitted to DMHAS for Month



1 or more Records Submitted to DMHAS



* State Avg based on 16 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	39	5%
Admits	38	35	9%
Discharges	30	32	-6%
Service Hours	151	45	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	45%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		23	77%	50%	67%	27% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		40	98%	60%	82%	38% ▲
Social Support		38	93%	N/A	91%	N/A
✓ Stable Living Situation		40	98%	80%	73%	18% ▲
✓ Employed		12	29%	20%	37%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		10	91%	90%	97%	1%

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 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	20	-40% ▼
Admits	12	12	0%
Discharges	10	14	-29% ▼
Service Hours	63	66	-4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	45%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	90%	50%	67%	40% ▲

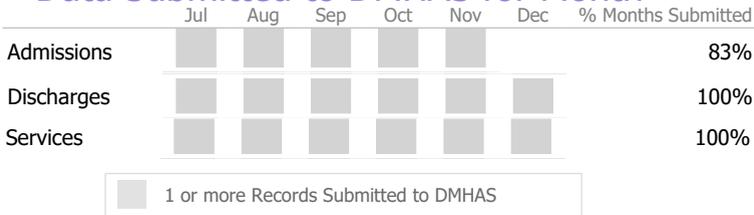
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		12	100%	N/A	91%	N/A
✓ Self Help		11	92%	60%	82%	32% ▲
✓ Employed		3	25%	20%	37%	5%
● Stable Living Situation		8	67%	80%	73%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	97%	10%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	354	264	34% ▲
Admits	295	204	45% ▲
Discharges	275	203	35% ▲
Service Hours	1,665	1,393	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
Valid Primary Drug Data	75%	47%
Periodic Submitted		
6 Month Updates	22%	7%
Diagnosis		
Valid MH/SU Diagnosis	94%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		143	62%	50%	58%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		319	86%	N/A	32%	N/A
✓ Not Arrested		359	97%	75%	42%	22% ▲
✓ Abstinence/Reduced Drug Use		212	57%	55%	22%	2%
● Stable Living Situation		323	87%	95%	42%	-8%
● Employed		147	40%	50%	23%	-10%
✓ Improved/Maintained Function Score		223	76%	75%	28%	1%
● Self Help		120	32%	60%	14%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		94	95%	90%	39%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		256	89%	75%	63%	14% ▲

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 100 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	18	-22% ▼
Admits	11	15	-27% ▼
Discharges	11	15	-27% ▼
Bed Days	713	1,027	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
Valid Primary Drug Data	100%	98%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	14%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		7	64%	70%	78%	-6%
● No Re-admit within 30 Days of Discharge		8	73%	85%	91%	-12% ▼
● Follow-up within 30 Days of Discharge		4	57%	90%	57%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		11	100%	95%	87%	5%
● Abstinence/Reduced Drug Use		7	47%	70%	78%	-23% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	69 days	0.4	48%	90%	78%	-42% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges		■	■	■	■	■	83%

Legend: ■ 1 or more Records Submitted to DMHAS

Legend: ▲ > 10% Over ▼ < 10% Under

Legend: ■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 19 Active Intermediate/Long Term Res.Tx 3.5 Programs