Connecticut Counseling Centers Inc.
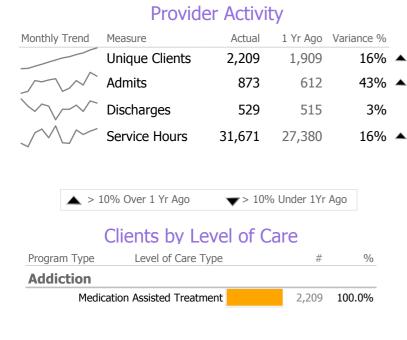Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - June 2016   (Data as of Sep 12, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,209	1,909	16%	▲
	Admits	873	612	43%	▲
	Discharges	529	515	3%	
	Service Hours	31,671	27,380	16%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Medication Assisted Treatment		2,209	100.0%

Consumer Satisfaction Survey   (Based on 447 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		92%	80%	91%
✓	Quality and Appropriateness		91%	80%	93%
✓	Participation in Treatment		91%	80%	92%
✓	Outcome		90%	80%	83%
✓	Respect		89%	80%	91%
✓	General Satisfaction		87%	80%	92%
✓	Recovery		87%	80%	79%
🔴	Access		78%	80%	88%

▮ Satisfied %	│ Goal %	▨ 0-80%	▨ 80-100%	✓ Goal Met	🔴 Under Goal

Client Demographics

Age		#	%	State Avg
18-25		235	11%	15%
26-34		691	31%	24%
35-44		530	24%	19%
45-54		427	19%	22%
55-64		281	13%	15%
65+		45	2%	4%

Gender		#	%	State Avg
Male		1,342	61%	60%
Female		862	39%	40%
Transgender				0%

Ethnicity		#	%	State Avg
Non-Hispanic		1,569	71%	75%
Unknown		349	16%	6%
Hisp-Puerto Rican		198	9%	12%
Hispanic-Other		91	4%	7%
Hispanic-Cuban		2	0%	0%
Hispanic-Mexican				1%

Race		#	%		State Avg
White/Caucasian		1,881	85%	▲	65%
Other		164	7%		13%
Black/African American		150	7%		16%
Asian		5	0%		1%
Am. Indian/Native Alaskan		4	0%		1%
Hawaiian/Other Pacific Islander		4	0%		0%
Unknown		1	0%		3%
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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	689	515	34%	▲
Admits	339	221	53%	▲
Discharges	189	131	44%	▲
Service Hours	11,967	7,278	64%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	99%
✔ Valid TEDS Data		100%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		93%	92%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	95%
✔ SA Screen Complete		100%	95%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
✔ Valid Axis V GAF Score		100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		92	49%	50%	54%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		737	97%	75%	96%	22%	▲
✔ Abstinence/Reduced Drug Use		461	61%	50%	74%	11%	▲
✔ Stable Living Situation		723	96%	90%	96%	6%	
✔ Self Help		488	65%	60%	50%	5%	
✔ Improved/Maintained Axis V GAF Score		564	92%	75%	79%	17%	▲
🔴 Employed		270	36%	40%	43%	-4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		552	97%	90%	89%	7%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Length of Stay over 1 Year		376	55%	50%	61%	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 27 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	269	246	9%	
Admits	87	100	-13%	▼
Discharges	69	63	10%	
Service Hours	6,456	5,641	14%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	92%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	95%
✓ SA Screen Complete		100%	95%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		99%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		34	49%	50%	54%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		276	98%	75%	96%	23%	▲
✓ Abstinence/Reduced Drug Use		185	66%	50%	74%	16%	▲
✓ Improved/Maintained Axis V GAF Score		237	94%	75%	79%	19%	▲
✓ Self Help		200	71%	60%	50%	11%	▲
✓ Stable Living Situation		271	96%	90%	96%	6%	
🔴 Employed		108	38%	40%	43%	-2%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		210	99%	90%	89%	9%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Length of Stay over 1 Year		181	67%	50%	61%	17%	▲

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 27 Active Methadone Maintenance 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,266	1,163	9%	
Admits	447	291	54%	▲
Discharges	271	321	-16%	▼
Service Hours	13,248	14,461	-8%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	92%	92%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	95%
✓	SA Screen Complete	100%	95%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%
✓	Valid Axis V GAF Score	100%	99%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		201	74%	50%	54%	24%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		1,262	96%	75%	96%	21%	▲
✓	Abstinence/Reduced Drug Use		794	60%	50%	74%	10%	
✓	Stable Living Situation		1,259	96%	90%	96%	6%	
✓	Employed		579	44%	40%	43%	4%	
✓	Improved/Maintained Axis V GAF Score		1,005	89%	75%	79%	14%	▲
●	Self Help		569	43%	60%	50%	-17%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		993	95%	90%	89%	5%

Service Engagement

	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Length of Stay over 1 Year		818	65%	50%	61%	15%	▲

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 27 Active Methadone Maintenance Programs