Connecticut Counseling Centers Inc.
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019   (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,926	1,923	0%
	Admits	132	166	-20% ▼
	Discharges	168	197	-15% ▼
	Service Hours	6,353	7,077	-10%

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Medication Assisted Treatment		1,926	100.0%

Consumer Satisfaction Survey   (Based on 411 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		93%	80%	91%
✓	Participation in Treatment		92%	80%	92%
✓	Quality and Appropriateness		92%	80%	93%
✓	Outcome		90%	80%	83%
✓	Respect		90%	80%	91%
✓	General Satisfaction		89%	80%	92%
✓	Recovery		86%	80%	79%
✓	Access		81%	80%	88%

▭ Satisfied %		Goal %	▭ 0-80%	▭ 80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	68	4%	9%
26-34	545	28%	22%
35-44	560	29%	21%
45-54	375	19%	20%
55-64	292	15%	20%
65+	86	4%	7%

Gender

Gender	#	%	State Avg
Male	1,174	61%	59%
Female	746	39%	41%
Transgender			0%

Race

Race	#	%	State Avg
White/Caucasian	1,628	85% ▲	64%
Other	155	8%	13%
Black/African American	126	7%	16%
Am. Indian/Native Alaskan	7	0%	1%
Asian	5	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Unknown	2	0%	5%
Multiple Races			1%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	1,453	75%	71%
Hisp-Puerto Rican	180	9%	12%
Unknown	170	9%	9%
Hispanic-Other	122	6%	7%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

▭ 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	801	779	3%
Admits	53	74	-28% ▼
Discharges	70	65	8%
Service Hours	2,634	2,819	-7%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	82%	88%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	98%
✓	SA Screen Complete	100%	98%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		27	39%	50%	43%	-11% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Abstinence/Reduced Drug Use		515	64%	50%	71%	14% ▲
✓	Not Arrested		694	86%	75%	94%	11% ▲
✓	Employed		394	49%	40%	46%	9%
✓	Improved/Maintained Axis V GAF Score		591	84%	75%	56%	9%
🔴	Stable Living Situation		687	85%	90%	93%	-5%
🔴	Self Help		440	55%	60%	44%	-5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		613	83%	90%	93%	-7%

Service Engagement

Medication Assisted Treatment		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Length of Stay over 1 Year		610	76%	50%	69%	26% ▲

▲ > 10% Over   ▼ < 10% Under

☐ Actual   │ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs

MAT - Naltrexone - Meriden
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use		N/A	N/A	55%	46%	-55% ▼
● Employed		N/A	N/A	50%	27%	-50% ▼
● Not Arrested		N/A	N/A	75%	82%	-75% ▼
● Self Help		N/A	N/A	60%	24%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	82%	-95% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	83%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	13%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 7 Active Naltrexone Programs

MAT - Naltrexone - Stamford
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	83%
Valid TEDS Data	N/A	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	13%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	97%
SA Screen Complete	N/A	100%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	46%	-55% ▼
Employed		N/A	N/A	50%	27%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	56%	-75% ▼
Not Arrested		N/A	N/A	75%	82%	-75% ▼
Self Help		N/A	N/A	60%	24%	-60% ▼
Stable Living Situation		N/A	N/A	95%	82%	-95% ▼

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Naltrexone 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	285	278	3%
Admits	21	23	-9%
Discharges	18	19	-5%
Service Hours	1,455	2,056	-29% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	78%	88%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	98%
✓	SA Screen Complete	100%	98%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		7	39%	50%	43%	-11% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Abstinence/Reduced Drug Use		182	63%	50%	71%	13% ▲
✓	Not Arrested		243	84%	75%	94%	9%
✓	Self Help		178	62%	60%	44%	2%
✓	Employed		115	40%	40%	46%	0%
✓	Improved/Maintained Axis V GAF Score		196	78%	75%	56%	3%
🔴	Stable Living Situation		238	83%	90%	93%	-7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		220	81%	90%	93%	-9%

Service Engagement

Medication Assisted Treatment		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Length of Stay over 1 Year		210	74%	50%	69%	24% ▲

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 35 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

	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

STR - MAT Y2
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5		
Admits	-	-	
Discharges	2	-	
Service Hours	39	-	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	93%
✓	Valid TEDS Data	100%	97%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	0%	37%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	92%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		▪		33%
Services	▪	▪	▪	100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Treatment Completed Successfully		0	0%	50%	47%	-50% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Not Arrested		5	100%	75%	71%	25% ▲
✓	Stable Living Situation		5	100%	95%	71%	5%
●	Employed		2	40%	50%	31%	-10%
✓	Improved/Maintained Axis V GAF Score		3	100%	75%	44%	25% ▲
●	Abstinence/Reduced Drug Use		1	20%	55%	52%	-35% ▼
●	Self Help		1	20%	60%	25%	-40% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		2	67%	90%	57%	-23% ▼
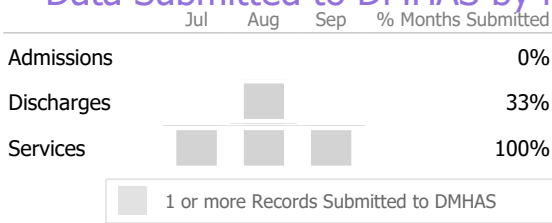
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Buprenorphine Maintenance Programs

STR MAT Y2
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	93%
Valid TEDS Data		N/A	97%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	37%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	78%
SA Screen Complete		N/A	92%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	47%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		1	100%	55%	52%	45%	▲
✓ Self Help		1	100%	60%	25%	40%	▲
✓ Improved/Maintained Axis V GAF Score		1	100%	75%	44%	25%	▲
✓ Not Arrested		1	100%	75%	71%	25%	▲
✓ Stable Living Situation		1	100%	95%	71%	5%	
● Employed		0	0%	50%	31%	-50%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	57%	N/A	▼

▲ > 10% Over   ▼ < 10% Under

▮ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on 23 Active Buprenorphine 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	834	869	-4%	
Admits	58	69	-16%	▼
Discharges	78	113	-31%	▼
Service Hours	2,225	2,202	1%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		67%	88%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	98%
✓ SA Screen Complete		100%	98%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		98%	99%
Valid Axis V GAF Score		98%	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		34	44%	50%	43%	-6%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		630	75%	75%	94%	0%	
🔴	Abstinence/Reduced Drug Use		365	43%	50%	71%	-7%	
🔴	Employed		265	31%	40%	46%	-9%	
🔴	Improved/Maintained Axis V GAF Score		528	69%	75%	56%	-6%	
🔴	Stable Living Situation		622	74%	90%	93%	-16%	▼
🔴	Self Help		303	36%	60%	44%	-24%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		542	71%	90%	93%	-19%	▼

Service Engagement

Medication Assisted Treatment		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Length of Stay over 1 Year		642	77%	50%	69%	27%	▲

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   │ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 35 Active Methadone Maintenance Programs