

Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	262	347	-24% ▼
	Admits	325	432	-25% ▼
	Discharges	369	443	-17% ▼
	Service Hours	1,513	2,361	-36% ▼
	Bed Days	15,869	17,394	-9%

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

Consumer Satisfaction Survey (Based on 219 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		89%	80%	92%
✓ Respect		87%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ Overall		81%	80%	91%
✓ Recovery		80%	80%	79%
● Outcome		78%	80%	83%
● Access		76%	80%	88%
● General Satisfaction		76%	80%	92%

■ Satisfied % | ■ Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	154	34.3%
	Outpatient	131	29.2%
	Medication Assisted Treatment	89	19.8%
	Employment Services	30	6.7%
Mental Health	Residential Services	24	5.3%
	Community Support	21	4.7%

Client Demographics

Age	#	%	State Avg
18-25	23	9%	11%
26-34	99	38% ▲	23%
35-44	73	28%	22%
45-54	44	17%	20%
55-64	20	8%	18%
65+	3	1%	6%

Gender	#	%	State Avg
Male	206	79% ▲	60%
Female	56	21% ▼	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	204	78%	69%
Hispanic-Other	44	17%	8%
Hisp-Puerto Rican	9	3%	11%
Unknown	5	2%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	159	61%	62%
Black/African American	50	19%	17%
Other	43	16%	13%
Am. Indian/Native Alaskan	3	1%	1%
Unknown	3	1%	6%
Asian	2	1%	1%
Hawaiian/Other Pacific Islander	2	1%	0%
Multiple Races			1%

■ Unique Clients | ■ State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	139	-6%
Admits	104	114	-9%
Discharges	108	113	-4%
Service Hours	251	180	39% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	90%
Valid TEDS Data	100%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	20%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		76	70%	50%	48%	20% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		100	76%	55%	53%	21% ▲
Not Arrested		120	92%	75%	82%	17% ▲
Self Help		89	68%	60%	27%	8%
Improved/Maintained Axis V GAF Score		106	92%	75%	56%	17% ▲
Stable Living Situation		113	86%	95%	81%	-9%
Employed		9	7%	50%	40%	-43% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	58%	90%	62%	-32% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		74	71%	75%	66%	-4%

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	■	■						■		■		■	42%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	75	-11% ▼
Admits	52	61	-15% ▼
Discharges	60	60	0%
Bed Days	4,745	5,288	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	83%
Valid TEDS Data	100%	94%

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

Co-occurring	Actual	State Avg
MH Screen Complete	100%	86%
SA Screen Complete	100%	86%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		42	70%	70%	76%	0%
✓ No Re-admit within 30 Days of Discharge		57	95%	85%	92%	10%
● Follow-up within 30 Days of Discharge		22	52%	90%	71%	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		54	81%	70%	73%	11% ▲
✓ Improved/Maintained Axis V GAF Score		60	100%	95%	88%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		15	103 days	0.1	86%	90%	93%	-4%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	90	108	-17% ▼
Admits	72	93	-23% ▼
Discharges	81	93	-13% ▼
Bed Days	5,975	6,750	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	83%
Valid TEDS Data	100%	94%

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

Co-occurring	Actual	State Avg
MH Screen Complete	99%	86%
SA Screen Complete	100%	86%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		52	64%	70%	76%	-6%
No Re-admit within 30 Days of Discharge		76	94%	85%	92%	9%
Follow-up within 30 Days of Discharge		33	63%	90%	71%	-27% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		61	68%	70%	73%	-2%
Improved/Maintained Axis V GAF Score		78	96%	95%	88%	1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	97 days	0.1	86%	90%	93%	-4%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	█	█	█	100%

Legend: █ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Bed Days	1,473	1,819	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	75%	75%
Co-occurring		
MH Screen Complete	N/A	85%
SA Screen Complete	N/A	88%
Diagnosis		
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	71%	-75% ▼
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	69%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	69%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		2	40%	75%	52%	-35% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	1,742 days	0.3	80%	90%	97%	-10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													8%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	32	-22% ▼
Admits	9	32	-72% ▼
Discharges	22	19	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	86%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

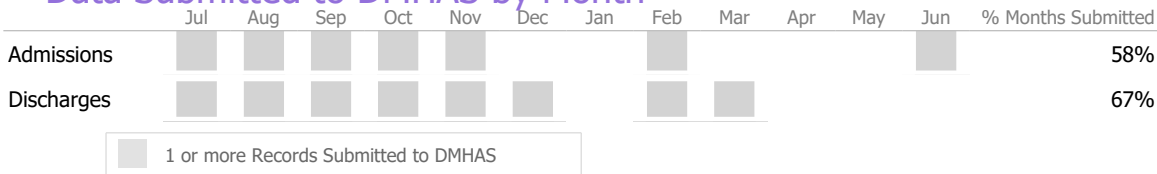
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		13	59%	50%	57%	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		25	100%	75%	85%	25% ▲
✓ Improved/Maintained Axis V GAF Score		21	88%	75%	54%	13% ▲
✓ Abstinence/Reduced Drug Use		15	60%	55%	38%	5%
● Stable Living Situation		23	92%	95%	83%	-3%
● Employed		11	44%	50%	28%	-6%
● Self Help		13	52%	60%	22%	-8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 7 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	2	5	-60% ▼
Discharges	3	3	0%
Bed Days	2,041	1,710	19% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	89%
Co-occurring		
MH Screen Complete	50%	76%
SA Screen Complete	50%	86%
Diagnosis		
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		2	67%	80%	83%	-13% ▼
No Re-admit within 30 Days of Discharge		2	67%	85%	82%	-18% ▼
Follow-up within 30 Days of Discharge		2	100%	90%	79%	10% ▲

Recovery

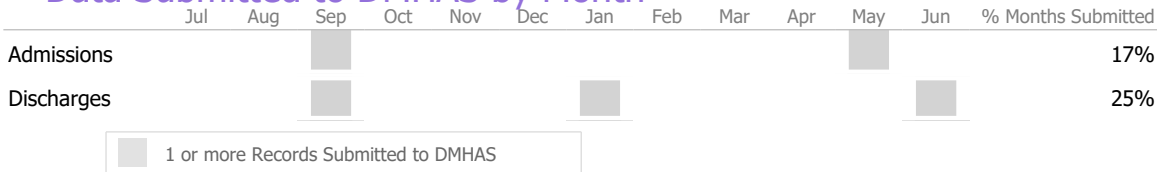
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	75%	60%	88%	15% ▲
Stable Living Situation		8	100%	90%	99%	10% ▲
Improved/Maintained Axis V GAF Score		5	71%	95%	74%	-24% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	634 days	0.2	93%	90%	94%	3% ▲

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	209	259	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	71%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	84%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	40%
SA Screen Complete	100%	36%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	65%	62%	35% ▲

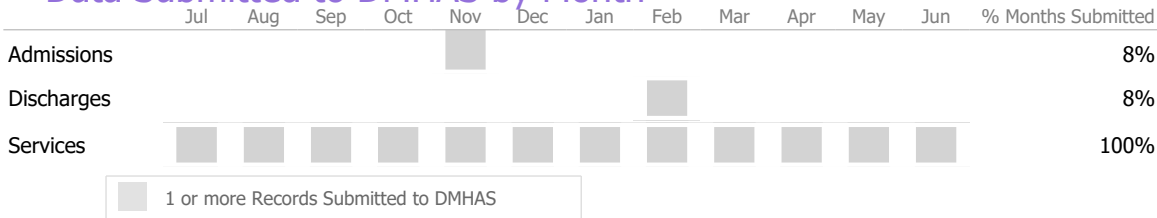
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	100%	60%	81%	40% ▲
Improved/Maintained Axis V GAF Score		5	100%	65%	66%	35% ▲
Stable Living Situation		5	100%	80%	87%	20% ▲
Employed		1	20%	20%	13%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

STR E MAT Employment

Central Naugatuck Valley (CNV) Help Inc.

Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	52	-42% ▼
Admits	15	43	-65% ▼
Discharges	22	42	-48% ▼
Service Hours	383	873	-56% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		10	33%	35%	30%	-2%

Service Utilization

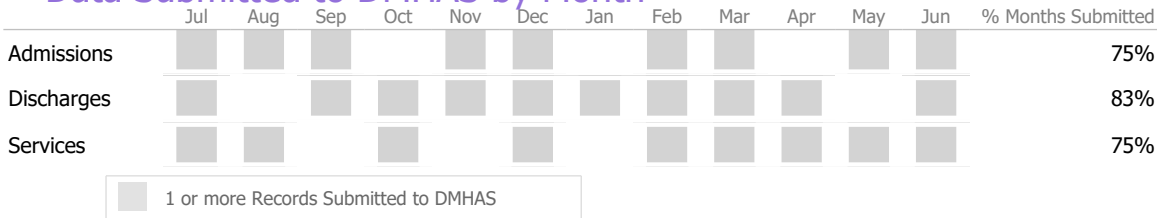
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	63%	90%	69%	-28% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		77%

On-Time Periodic	Actual	State Avg
6 Month Updates		31%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66	98	-33% ▼
Admits	58	69	-16% ▼
Discharges	61	90	-32% ▼
Service Hours	374	646	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	91%
Valid TEDS Data	97%	95%
On-Time Periodic		
6 Month Updates	0%	35%
Co-occurring		
MH Screen Complete	100%	81%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		32	52%	50%	48%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		63	89%	75%	77%	14% ▲
Abstinence/Reduced Drug Use		48	68%	55%	55%	13% ▲
Improved/Maintained Axis V GAF Score		57	88%	75%	56%	13% ▲
Self Help		39	55%	60%	26%	-5%
Stable Living Situation		58	82%	95%	78%	-13% ▼
Employed		18	25%	50%	33%	-25% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		7	70%	90%	47%	-20% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■					■		■		■		■	42%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	28	-43% ▼
Admits	6	10	-40% ▼
Discharges	3	18	-83% ▼
Service Hours	297	403	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	71%
On-Time Periodic		
6 Month Updates	100%	84%
Co-occurring		
MH Screen Complete	83%	40%
SA Screen Complete	67%	36%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	65%	62%	2%

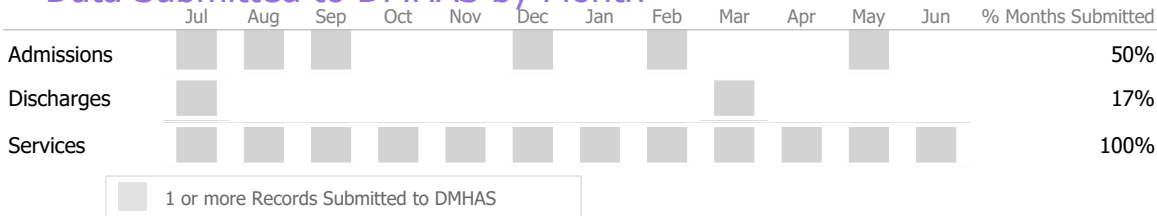
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		14	88%	60%	81%	28% ▲
✓ Improved/Maintained Axis V GAF Score		14	100%	65%	66%	35% ▲
✓ Stable Living Situation		16	100%	80%	87%	20% ▲
● Employed		1	6%	20%	13%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 36 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	8	38% ▲
Admits	6	3	100% ▲
Discharges	7	3	133% ▲
Bed Days	1,635	1,827	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	89%
Co-occurring		
MH Screen Complete	83%	76%
SA Screen Complete	83%	86%
Diagnosis		
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		4	57%	80%	83%	-23% ▼
No Re-admit within 30 Days of Discharge		4	57%	85%	82%	-28% ▼
Follow-up within 30 Days of Discharge		4	100%	90%	79%	10% ▲

Recovery

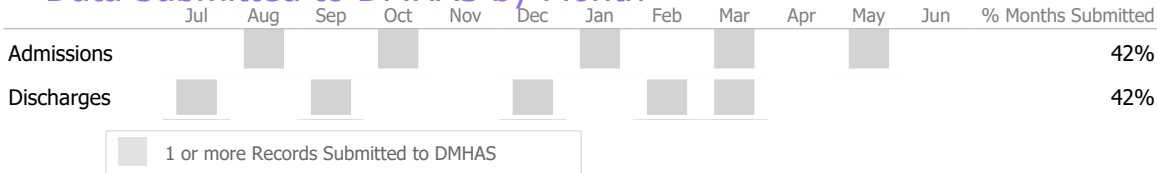
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		10	91%	60%	88%	31% ▲
Stable Living Situation		11	100%	90%	99%	10% ▲
Improved/Maintained Axis V GAF Score		6	75%	95%	74%	-20% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	372 days	0.3	74%	90%	94%	-16% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Group Home Programs