

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	7,504	8,318	-10%
	Admits	4,491	5,388	-17% ▼
	Discharges	3,951	5,412	-27% ▼
	Service Hours	14,924	19,828	-25% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	4,264	54.0%
	Intake	1,019	12.9%
	Medication Assisted Treatment	377	4.8%
	Case Management	160	2.0%
	Consultation	74	0.9%
	Recovery Support	54	0.7%
	IOP	16	0.2%
Forensic SA	Forensics Community-based	1,875	23.7%
	Case Management	60	0.8%

Consumer Satisfaction Survey

(Based on 202 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		91%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ General Satisfaction		87%	80%	92%
✓ Participation in Treatment		86%	80%	92%
✓ Access		83%	80%	88%
✓ Respect		83%	80%	91%
● Recovery		77%	80%	79%
● Outcome		76%	80%	83%

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

Client Demographics

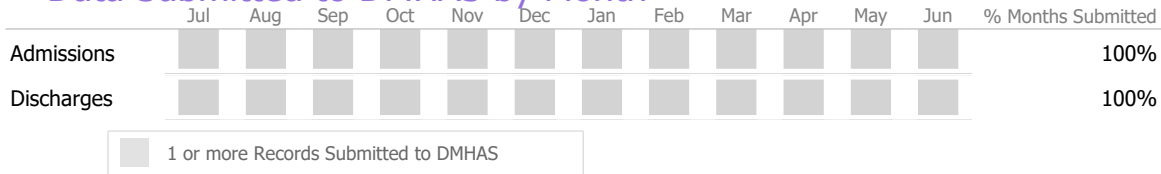
Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1,350	18%	11%	Male	4,580	61%	60%
26-34	2,092	28%	23%	Female	2,919	39%	40%
35-44	1,711	23%	22%	Transgender			0%
45-54	1,229	16%	20%				
55-64	848	11%	18%				
65+	260	3%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Unknown	3,855	51% ▲	11%	White/Caucasian	4,236	56%	62%
Non-Hispanic	2,486	33% ▼	69%	Other	1,195	16%	13%
Hisp-Puerto Rican	890	12%	11%	Black/African American	1,040	14%	17%
Hispanic-Other	214	3%	8%	Unknown	705	9%	6%
Hispanic-Mexican	40	1%	1%	Multiple Races	187	2%	1%
Hispanic-Cuban	19	0%	0%	Asian	70	1%	1%
				Am. Indian/Native Alaskan	39	1%	1%
				Hawaiian/Other Pacific Islander	32	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,019	775	31% ▲
Admits	1,225	927	32% ▲
Discharges	1,225	927	32% ▲

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Central Intake Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	20	35% ▲
Admits	16	12	33% ▲
Discharges	15	9	67% ▲
Service Hours	117	141	-16% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	95%
Valid TEDS Data	65%	42%
On-Time Periodic		
6 Month Updates	60%	71%
Co-occurring		
MH Screen Complete	94%	90%
SA Screen Complete	100%	92%
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		7	47%	75%	59%	-28% ▼

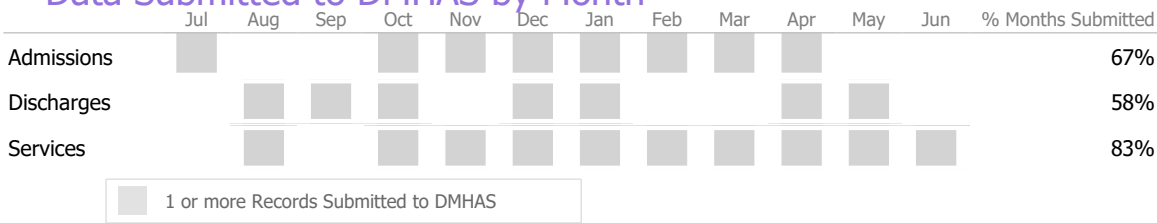
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	100%	90%	96%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	63%	75%	78%	-13% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

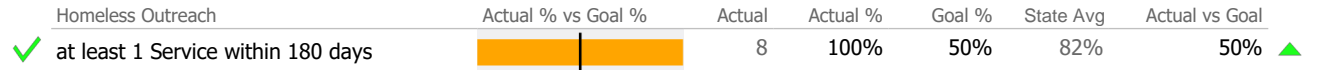
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 6 Active Gambling Outpatient Programs

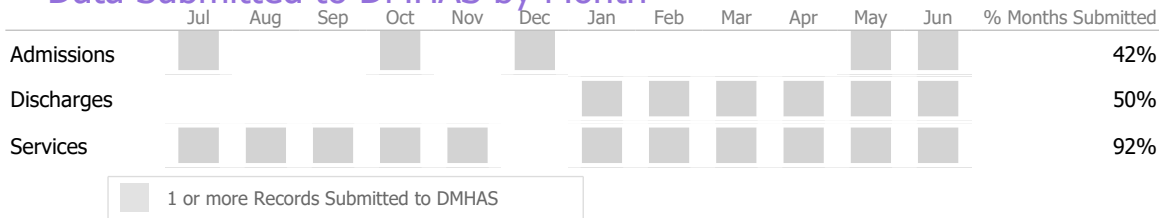
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	72	4%
Admits	8	51	-84% ▼
Discharges	48	5	860% ▲
Service Hours	417	674	-38% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 21 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	21	-24% ▼
Admits	-	-	
Discharges	-	5	-100% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	92%
Valid TEDS Data	N/A	94%
On-Time Periodic		
6 Month Updates	0%	2%
Co-occurring		
MH Screen Complete	N/A	90%
SA Screen Complete	N/A	90%
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		N/A	N/A	50%	64%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	65%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	50%	27%	-50% ▼
Abstinence/Reduced Drug Use		0	0%	55%	65%	-55% ▼
Self Help		0	0%	60%	35%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	77%	-75% ▼
Not Arrested		0	0%	75%	79%	-75% ▼
Stable Living Situation		0	0%	95%	88%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	70%	N/A ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 56 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	161	149	8%
Admits	57	103	-45% ▼
Discharges	50	45	11% ▲
Service Hours	475	434	9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	90%
Valid TEDS Data	90%	89%
On-Time Periodic		
6 Month Updates	7%	20%
Co-occurring		
MH Screen Complete	80%	88%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	40%	50%	48%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		139	86%	75%	82%	11% ▲
Employed		79	49%	50%	40%	-1%
Stable Living Situation		144	89%	95%	81%	-6%
Abstinence/Reduced Drug Use		77	48%	55%	53%	-7%
Self Help		51	31%	60%	27%	-29% ▼
Improved/Maintained Axis V GAF Score		55	35%	75%	56%	-40% ▼

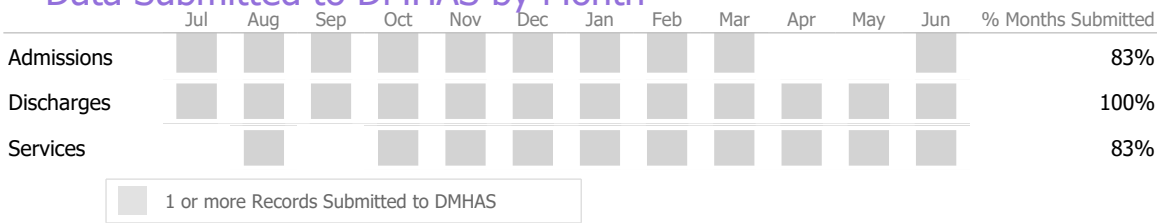
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	36%	90%	62%	-54% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		46	81%	75%	66%	6%

Data Submitted to DMHAS by Month



▲ > 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	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	86%
Valid TEDS Data	N/A	98%
On-Time Periodic		
6 Month Updates	N/A	0%
Co-occurring		
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	57%	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%	38%	-55% ▼
Employed		N/A	N/A	50%	28%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	54%	-75% ▼
Not Arrested		N/A	N/A	75%	85%	-75% ▼
Self Help		N/A	N/A	60%	22%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	377	241	56% ▲
Admits	136	102	33% ▲
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	79%	91%
Valid TEDS Data	99%	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	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	48%	N/A

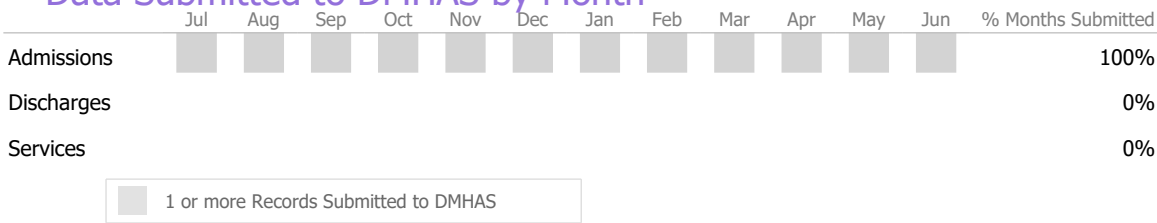
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		228	60%	75%	77%	-15% ▼
Abstinence/Reduced Drug Use		117	31%	55%	55%	-24% ▼
Employed		90	24%	50%	33%	-26% ▼
Self Help		106	28%	60%	26%	-32% ▼
Stable Living Situation		198	53%	95%	78%	-42% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	56%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	47%	N/A ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

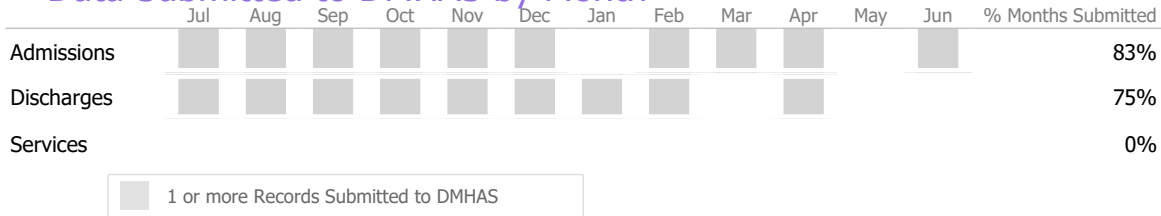
Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	35	111% ▲
Admits	62	29	114% ▲
Discharges	36	21	71% ▲
Service Hours	-	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Consultation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	19	-47% ▼
Admits	3	7	-57% ▼
Discharges	-	12	-100% ▼
Service Hours	15	98	-85% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
6 Month Updates	0%	14%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	15%	-20% ▼
Social Support		3	30%	60%	85%	-30% ▼
Self Help		1	10%	60%	72%	-50% ▼
Stable Living Situation		3	30%	80%	51%	-50% ▼

Service Utilization

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	30%	90%	38%	-60% ▼

Data Submitted to DMHAS by Month

Measure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													17%
Discharges													0%
Services													0%

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	54	78	-31% ▼
Admits	31	51	-39% ▼
Discharges	20	55	-64% ▼
Service Hours	48	279	-83% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	14%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	25%	50%	55%	-25% ▼

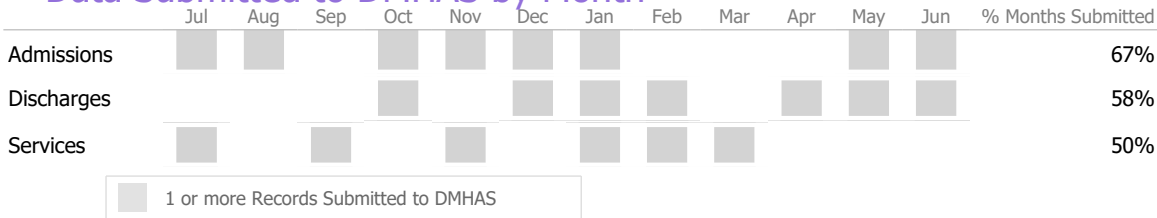
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		44	81%	60%	85%	21% ▲
Self Help		24	44%	60%	72%	-16% ▼
Employed		0	0%	20%	15%	-20% ▼
Stable Living Situation		3	6%	80%	51%	-74% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	35%	90%	38%	-55% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

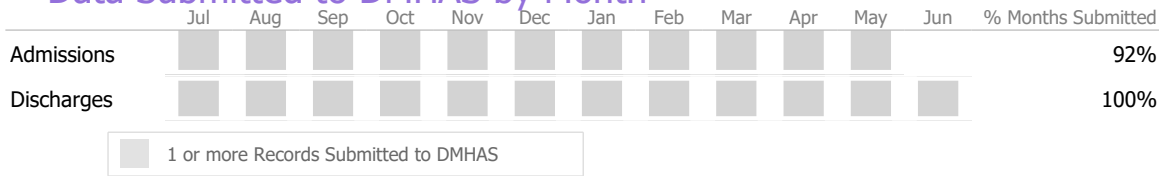
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	684	875	-22% ▼
Admits	397	613	-35% ▼
Discharges	528	599	-12% ▼

Data Submitted to DMHAS by Month

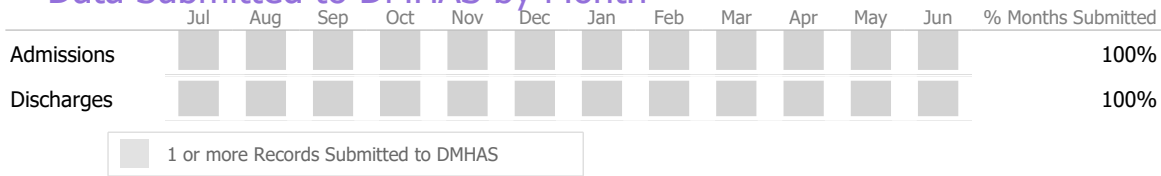


* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,194	1,325	-10%
Admits	512	673	-24% ▼
Discharges	630	653	-4%

Data Submitted to DMHAS by Month



* State Avg based on 16 Active Pre-trial Intervention Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,230	2,285	-2%
Admits	1,082	1,411	-23% ▼
Discharges	751	1,156	-35% ▼
Service Hours	7,962	8,669	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	90%
Valid TEDS Data	88%	89%
On-Time Periodic		
6 Month Updates	15%	20%
Co-occurring		
MH Screen Complete	88%	88%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		198	26%	50%	48%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,950	87%	75%	82%	12% ▲
Abstinence/Reduced Drug Use		951	43%	55%	53%	-12% ▼
Stable Living Situation		1,803	81%	95%	81%	-14% ▼
Employed		788	35%	50%	40%	-15% ▼
Self Help		804	36%	60%	27%	-24% ▼
Improved/Maintained Axis V GAF Score		875	49%	75%	56%	-26% ▼

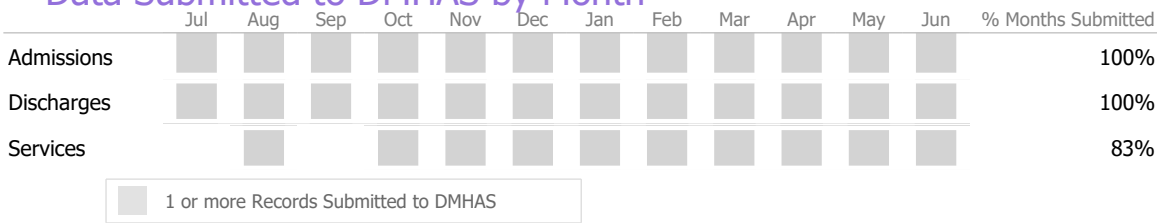
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		912	61%	90%	62%	-29% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		758	70%	75%	66%	-5%

Data Submitted to DMHAS by Month



▲ > 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	1,953	2,947	-34% ▼
Admits	870	1,352	-36% ▼
Discharges	557	1,914	-71% ▼
Service Hours	5,889	9,513	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	77%	90%
Valid TEDS Data	88%	89%
On-Time Periodic		
6 Month Updates	9%	20%
Co-occurring		
MH Screen Complete	82%	88%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	99%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		190	34%	50%	48%	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,485	76%	75%	82%	1%
Employed		718	37%	50%	40%	-13% ▼
Abstinence/Reduced Drug Use		733	37%	55%	53%	-18% ▼
Stable Living Situation		1,440	74%	95%	81%	-21% ▼
Self Help		486	25%	60%	27%	-35% ▼
Improved/Maintained Axis V GAF Score		700	44%	75%	56%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		632	45%	90%	62%	-45% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		672	77%	75%	66%	2%

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		■		■	■	■	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

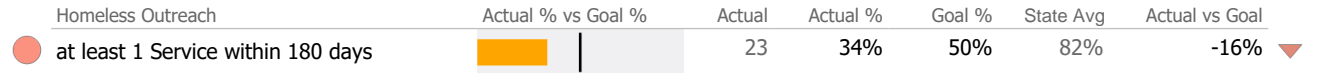
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

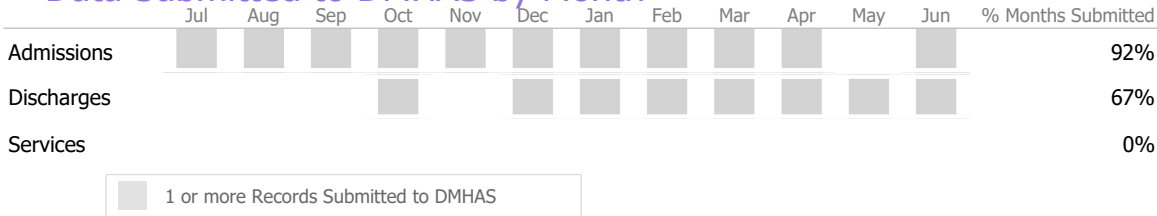
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	17	400% ▲
Admits	68	17	300% ▲
Discharges	31	-	
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 21 Active Outreach & Engagement Programs

SOR - Recovery Coach

Wheeler Clinic

Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services






Program Quality Dashboard

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

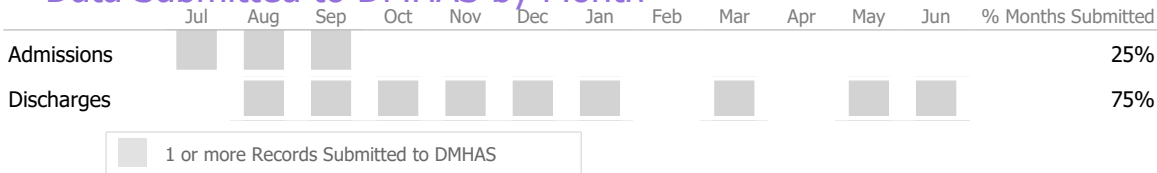
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	30	80% ▲
Admits	24	36	-33% ▼
Discharges	60	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data		N/A
Co-occurring		
MH Screen Complete		44%
SA Screen Complete		59%
Diagnosis		
Valid Axis I Diagnosis		12%
Valid Axis V GAF Score		11%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

 Actual | Goal  Goal Met  Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs