

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	100	150	-33% ▼
	Admits	68	102	-33% ▼
	Discharges	49	111	-56% ▼
	Service Hours	442	462	-4%
	Bed Days	2,967	4,192	-29% ▼

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

### Consumer Satisfaction Survey

(Based on 117 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		86%	80%	91%
✓ Overall		84%	80%	91%
✓ Quality and Appropriateness		82%	80%	93%
✓ Participation in Treatment		80%	80%	92%
● Recovery		77%	80%	79%
● General Satisfaction		76%	80%	92%
● Outcome		76%	80%	83%
● Access		74%	80%	88%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	45	31.0%
	Residential Services	42	29.0%
	Medication Assisted Treatment	28	19.3%
<b>Mental Health</b>	Community Support	17	11.7%
	Residential Services	13	9.0%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	8	8%	8%	Male	84	84%	58% ▲	
26-34	31	31%	21%	Female	16	16%	42% ▼	
35-44	23	23%	22%	Transgender			0%	
45-54	22	22%	20%	<b>Race</b>	White/Caucasian	64	64%	63%
55-64	14	14%	20%		Other	17	17%	13%
65+	2	2%	9%		Black/African American	16	16%	16%
					Am. Indian/Native Alaskan	1	1%	1%
<b>Ethnicity</b>	Non-Hispanic	75	75%	69%	Hawaiian/Other Pacific Islander	1	1%	0%
	Hispanic-Other	15	15%	8%	Unknown	1	1%	5%
	Hisp-Puerto Rican	7	7%	12%	Asian			1%
	Unknown	2	2%	11%	Multiple Races			1%
	Hispanic-Cuban	1	1%	0%				
Hispanic-Mexican			1%					

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

Variances in data may be indicative of operational adjustments related to the pandemic.

**CNV Help OP100421**

Central Naugatuck Valley (CNV) Help Inc.  
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

**Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	56	-20% ▼
Admits	22	29	-24% ▼
Discharges	15	31	-52% ▼
Service Hours	41	68	-40% ▼

**Data Submission Quality**

Data Entry	Actual	State Avg
Valid NOMS Data	91%	87%
Valid TEDS Data	100%	87%
<b>On-Time Periodic</b>		
6 Month Updates	0%	17%
<b>Co-occurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	96%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

**Discharge Outcomes**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	47%	50%	46%	-3%

**Recovery**

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		44	98%	75%	68%	23% ▲
Abstinence/Reduced Drug Use		32	71%	55%	41%	16% ▲
Self Help		27	60%	60%	17%	0%
Stable Living Situation		35	78%	95%	66%	-17% ▼
Improved/Maintained Axis V GAF Score		15	68%	75%	34%	-7%
Employed		3	7%	50%	26%	-43% ▼

**Service Utilization**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		20	63%	90%	45%	-28% ▼

**Service Engagement**

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	64%	75%	58%	-11% ▼

**Data Submitted to DMHAS by Month**

	Jul	Aug	Sep	% 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 105 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	30	-53% ▼
Admits	7	15	-53% ▼
Discharges	7	18	-61% ▼
Bed Days	684	1,207	-43% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	89%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	14%
<b>Co-occurring</b>		
MH Screen Complete	100%	93%
SA Screen Complete	100%	93%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	29%	70%	62%	-41% ▼
No Re-admit within 30 Days of Discharge		7	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		1	50%	90%	64%	-40% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		10	71%	70%	53%	1%
Improved/Maintained Axis V GAF Score		7	100%	95%	79%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	90 days	1.1	50%	90%	72%	-40% ▼

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

### Data Submitted to DMHAS by Month

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

Legend: Grey square = 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

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	41	-29% ▼
Admits	20	23	-13% ▼
Discharges	15	24	-38% ▼
Bed Days	1,138	1,666	-32% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	89%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	14%
<b>Co-occurring</b>		
MH Screen Complete	95%	93%
SA Screen Complete	95%	93%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	97%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	60%	70%	62%	-10% ▼
No Re-admit within 30 Days of Discharge		12	80%	85%	90%	-5%
Follow-up within 30 Days of Discharge		4	44%	90%	64%	-46% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		18	62%	70%	53%	-8%
Improved/Maintained Axis V GAF Score		14	93%	95%	79%	-2%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	91 days	0.7	65%	90%	72%	-25% ▼

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

### Data Submitted to DMHAS by Month

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

Legend: Grey bar = 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

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
Bed Days	368	377	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	80%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	94%
SA Screen Complete	N/A	91%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	93%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	85%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	54%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	73%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		1	25%	75%	52%	-50% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	1,838 days	1.3	80%	90%	97%	-10%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

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

▲ > 10% Over    ▼ < 10% Under

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	21	-71% ▼
Admits	3	5	-40% ▼
Discharges	2	14	-86% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	69%
Valid TEDS Data	100%	98%
<b>On-Time Periodic</b>		
6 Month Updates	0%	0%
<b>Co-occurring</b>		
MH Screen Complete	100%	97%
SA Screen Complete	100%	100%
<b>Diagnosis</b>		
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		1	50%	50%	72%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		5	83%	75%	50%	8%
● Abstinence/Reduced Drug Use		3	50%	55%	21%	-5%
● Self Help		3	50%	60%	28%	-10%
● Stable Living Situation		5	83%	95%	71%	-12% ▼
● Employed		2	33%	50%	29%	-17% ▼
● Improved/Maintained Axis V GAF Score		2	67%	75%	57%	-8%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 7 Active Naltrexone Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	7	-29% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Bed Days	409	530	-23% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	88%
Co-occurring		
MH Screen Complete	N/A	84%
SA Screen Complete	N/A	84%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

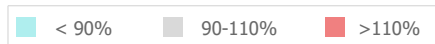
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	80%	94%	20% ▲
No Re-admit within 30 Days of Discharge		1	100%	85%	94%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	94%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	100%	90%	99%	10%
Social Support		3	60%	60%	88%	0%
Improved/Maintained Axis V GAF Score		4	80%	95%	69%	-15% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	711 days	1.2	74%	90%	89%	-16% ▼



### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%

1 or more Records Submitted to DMHAS



\* State Avg based on 24 Active Group Home Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	53	64	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	80%
<b>On-Time Periodic</b>		
6 Month Updates	75%	85%
<b>Co-occurring</b>		
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	61%
<b>Diagnosis</b>		
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		N/A	N/A	65%	61%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	81%	40% ▲
✓ Improved/Maintained Axis V GAF Score		4	100%	65%	56%	35% ▲
✓ Stable Living Situation		4	100%	80%	89%	20% ▲
✓ Employed		1	25%	20%	13%	5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	94%	10%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 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	24	30	-20% ▼
Admits	7	18	-61% ▼
Discharges	2	13	-85% ▼
Service Hours	185	91	103% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	88%
Valid TEDS Data	100%	96%
<b>On-Time Periodic</b>		
6 Month Updates	0%	31%
<b>Co-occurring</b>		
MH Screen Complete	100%	77%
SA Screen Complete	100%	88%
<b>Diagnosis</b>		
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		1	50%	50%	34%	0%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		16	67%	55%	45%	12% ▲
✓ Not Arrested		20	83%	75%	61%	8%
● Employed		7	29%	50%	23%	-21% ▼
● Stable Living Situation		16	67%	95%	60%	-28% ▼
● Self Help		6	25%	60%	17%	-35% ▼
● Improved/Maintained Axis V GAF Score		2	18%	75%	31%	-57% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	74%	90%	36%	-16% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 22 Active Buprenorphine Maintenance Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	-	3	-100% ▼
Discharges	2	1	100% ▲
Service Hours	74	77	-3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	80%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	85%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	61%
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	50%	65%	61%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		12	100%	65%	56%	35% ▲
Social Support		11	85%	60%	81%	25% ▲
Stable Living Situation		13	100%	80%	89%	20% ▲
Employed		1	8%	20%	13%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	100%	90%	94%	10%

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 36 Active CSP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	7	-43% ▼
Admits	-	2	-100% ▼
Discharges	-	2	-100% ▼
Bed Days	368	412	-11% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	88%
Co-occurring		
MH Screen Complete	N/A	84%
SA Screen Complete	N/A	84%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

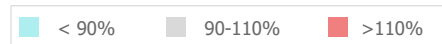
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	80%	94%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	94%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	94%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		4	100%	60%	88%	40% ▲
Stable Living Situation		4	100%	90%	99%	10%
Improved/Maintained Axis V GAF Score		3	100%	95%	69%	5%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		6	244 days	1.5	67%	90%	89%	-23% ▼



\* State Avg based on 24 Active Group Home Programs

### Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS