

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	7,009	5,193	35% ▲
	Admits	2,944	2,190	34% ▲
	Discharges	2,206	1,852	19% ▲
	Service Hours	8,926	7,723	16% ▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Outpatient	4,181	57.3%
	Intake	656	9.0%
	Medication Assisted Treatment	633	8.7%
	Case Management	54	0.7%
	Consultation	44	0.6%
	IOP	10	0.1%
<b>Forensic SA</b>	Forensics Community-based	1,698	23.3%
	Case Management	27	0.4%

### Consumer Satisfaction Survey

(Based on 347 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		95%	80%	93%
✓ Respect		94%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Overall		92%	80%	91%
✓ Access		89%	80%	88%
● Outcome		77%	80%	83%
● Recovery		74%	80%	79%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	1,127	16%	9%	Male	4,135	59%	59%
26-34	1,899	27%	21%	Female	2,867	41%	41%
35-44	1,628	23%	23%	Transgender			0%
45-54	1,086	16%	19%				
55-64	913	13%	19%				
65+	348	5%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Unknown	3,846	55%	▲ 11%	White/Caucasian	4,189	60%	62%
Non-Hispanic	2,199	31%	▼ 68%	Black/African American	1,072	15%	17%
Hisp-Puerto Rican	749	11%	11%	Other	996	14%	13%
Hispanic-Other	168	2%	8%	Unknown	442	6%	6%
Hispanic-Mexican	40	1%	1%	Multiple Races	143	2%	1%
Hispanic-Cuban	7	0%	0%	Asian	94	1%	1%
				Am. Indian/Native Alaskan	53	1%	0%
				Hawaiian/Other Pacific Islander	20	0%	0%

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.

**Access Line**

Wheeler Clinic

Addiction - Intake - Central Intake

Connecticut Dept of Mental Health and Addiction Services

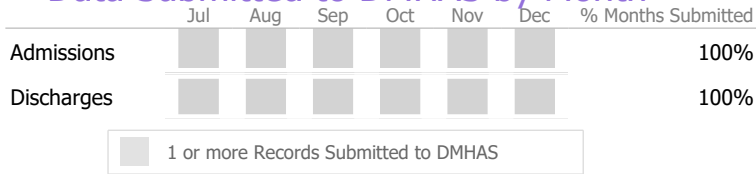
Program Quality Dashboard

Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	656	629	4%
Admits	807	761	6%
Discharges	807	761	6%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 1 Active Central Intake Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	56	36	56% ▲
Admits	17	15	13% ▲
Discharges	12	11	9%
Service Hours	198	197	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	95%
Valid TEDS Data	67%	38%
<b>On-Time Periodic</b>		
6 Month Updates	16%	76%
<b>Co-occurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	58%	75%	65%	-17% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	57%	90%	87%	-33% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	59%	75%	78%	-16% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 7 Active Gambling 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	21		
Admits	21	-	
Discharges	-	-	
Service Hours	107	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	94%
On-Time Periodic		
6 Month Updates	N/A	56%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	69%	N/A

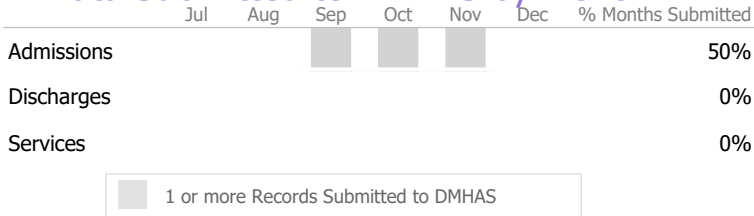
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	86%	80%	80%	6%
● Employed		4	19%	20%	29%	-1%
● Self Help		12	57%	60%	51%	-3%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		19	90%	90%	77%	0%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

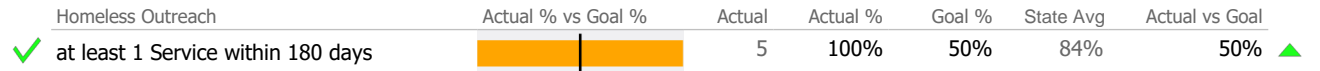
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 13 Active Standard Case Management Programs

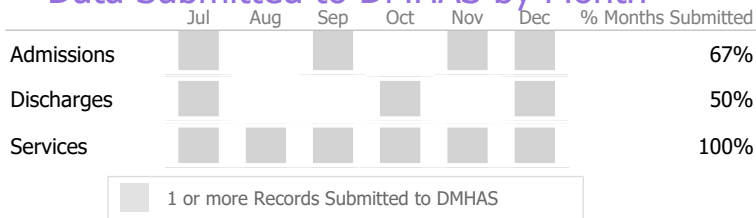
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	30	10%
Admits	5	3	67% ▲
Discharges	8	4	100% ▲
Service Hours	121	204	-41% ▼

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 22 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 83%
Valid TEDS Data		N/A 86%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		0% 0%
Co-occurring	Actual	State Avg
MH Screen Complete		N/A 86%
SA Screen Complete		N/A 86%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	56%	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%	29%	-50% ▼
● Abstinence/Reduced Drug Use		0	0%	55%	47%	-55% ▼
● Self Help		0	0%	60%	13%	-60% ▼
● Not Arrested		0	0%	75%	74%	-75% ▼
● Stable Living Situation		0	0%	95%	84%	-95% ▼

### Service Utilization

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 57 Active Standard IOP Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	78	-12% ▼
Admits	20	18	11% ▲
Discharges	17	23	-26% ▼
Service Hours	214	72	196% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	87%
Valid TEDS Data	91%	87%
<b>On-Time Periodic</b>		
6 Month Updates	42%	18%
<b>Co-occurring</b>		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	35%	50%	50%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		54	77%	75%	74%	2%
Abstinence/Reduced Drug Use		27	39%	55%	39%	-16% ▼
Stable Living Situation		53	76%	95%	72%	-19% ▼
Employed		19	27%	50%	30%	-23% ▼
Self Help		6	9%	60%	14%	-51% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	62%	90%	55%	-28% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	50%	75%	63%	-25% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 107 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	0		
Admits	-	-	
Discharges	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 95%
Valid TEDS Data		N/A 100%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A 5%

Co-occurring	Actual	State Avg
MH Screen Complete		N/A 87%
SA Screen Complete		N/A 96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	50%	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%	66%	-55% ▼
Employed		N/A	N/A	50%	50%	-50% ▼
Not Arrested		N/A	N/A	75%	89%	-75% ▼
Self Help		N/A	N/A	60%	39%	-60% ▼
Stable Living Situation		N/A	N/A	95%	84%	-95% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 6 Active Naltrexone Programs

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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	633	484	31% ▲
Admits	66	86	-23% ▼
Discharges	-	-	
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	62%	91%
Valid TEDS Data	100%	92%
<b>On-Time Periodic</b>		
6 Month Updates	0%	24%
<b>Co-occurring</b>		
MH Screen Complete	100%	75%
SA Screen Complete	100%	93%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	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

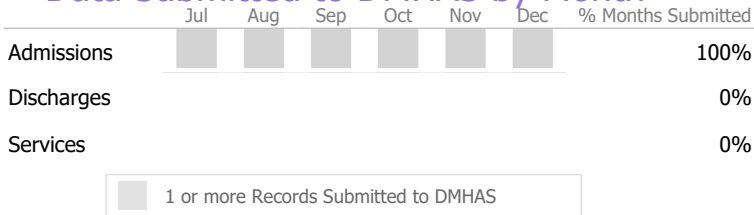
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		235	37%	75%	62%	-38% ▼
Abstinence/Reduced Drug Use		107	17%	55%	41%	-38% ▼
Employed		6	1%	50%	20%	-49% ▼
Self Help		55	9%	60%	14%	-51% ▼
Stable Living Situation		194	31%	95%	59%	-64% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	37%	N/A ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 20 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	44	55	-20% ▼
Admits	-	14	-100% ▼
Discharges	-	11	-100% ▼
Service Hours	-	-	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 1 Active Consultation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34		
Admits	21	-	
Discharges	9	-	
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	87%
Valid TEDS Data	98%	87%
On-Time Periodic		
6 Month Updates	40%	18%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	11%	50%	50%	-39% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		34	100%	75%	74%	25% ▲
Abstinence/Reduced Drug Use		24	71%	55%	39%	16% ▲
Stable Living Situation		29	85%	95%	72%	-10%
Employed		10	29%	50%	30%	-21% ▼
Self Help		4	12%	60%	14%	-48% ▼

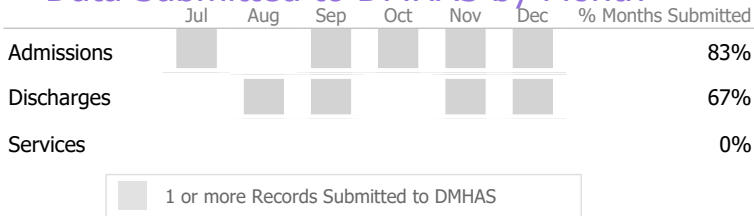
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	55%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	63%	-75% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 107 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	16	-56% ▼
Admits	-	3	-100% ▼
Discharges	1	12	-92% ▼
Service Hours	3	51	-94% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
6 Month Updates	0%	7%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	50%	73%	50% ▲

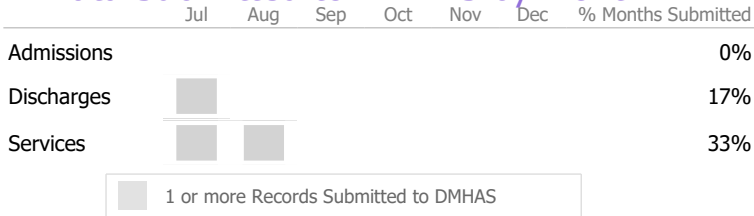
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		5	71%	60%	76%	11% ▲
Employed		1	14%	20%	27%	-6%
Stable Living Situation		5	71%	80%	62%	-9%
Self Help		3	43%	60%	62%	-17% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1	17%	90%	61%	-73% ▼

### 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	26	-23% ▼
Admits	-	4	-100% ▼
Discharges	1	4	-75% ▼
Service Hours	-	11	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
6 Month Updates	0%	7%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	73%	50% ▲

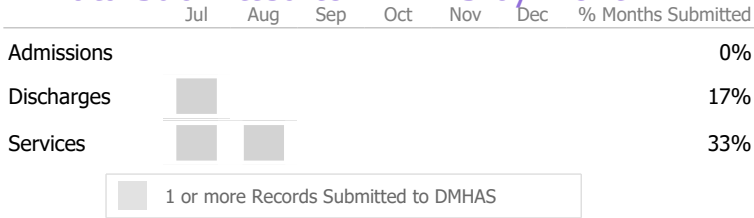
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		0	0%	20%	27%	-20% ▼
● Social Support		1	5%	60%	76%	-55% ▼
● Self Help		0	0%	60%	62%	-60% ▼
● Stable Living Situation		0	0%	80%	62%	-80% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	61%	N/A ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

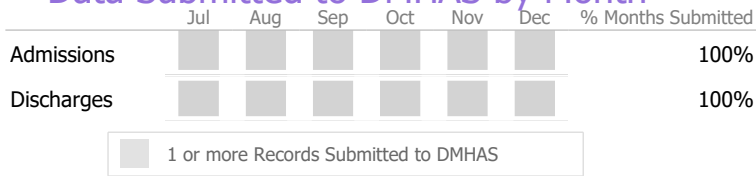
█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 8 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	494	260	90% ▲
Admits	240	53	353% ▲
Discharges	207	39	431% ▲

### Data Submitted to DMHAS by Month



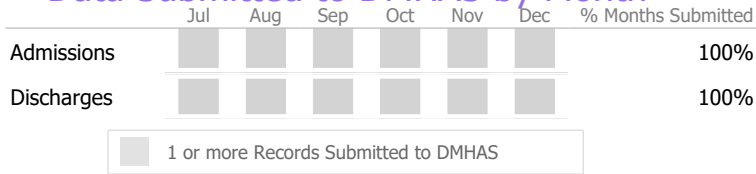
\* State Avg based on 16 Active Pre-trial Intervention Programs Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,205	684	76% ▲
Admits	557	66	744% ▲
Discharges	351	61	475% ▲

### Data Submitted to DMHAS by Month



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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,392	1,766	35% ▲
Admits	621	711	-13% ▼
Discharges	402	437	-8%
Service Hours	4,479	4,233	6%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	69%	87%
Valid TEDS Data	85%	87%
<b>On-Time Periodic</b>		
6 Month Updates	13%	18%
<b>Co-occurring</b>		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		145	36%	50%	50%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,878	79%	75%	74%	4%
Abstinence/Reduced Drug Use		792	33%	55%	39%	-22% ▼
Stable Living Situation		1,667	70%	95%	72%	-25% ▼
Employed		413	17%	50%	30%	-33% ▼
Self Help		282	12%	60%	14%	-48% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,032	52%	90%	55%	-38% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		428	69%	75%	63%	-6%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 107 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	1,691	1,360	24% ▲
Admits	569	453	26% ▲
Discharges	391	431	-9%
Service Hours	3,804	2,955	29% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	87%
Valid TEDS Data	86%	87%
On-Time Periodic		
6 Month Updates	18%	18%
Co-occurring		
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		169	43%	50%	50%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		1,262	75%	75%	74%	0%
Stable Living Situation		1,219	72%	95%	72%	-23% ▼
Abstinence/Reduced Drug Use		531	31%	55%	39%	-24% ▼
Employed		367	22%	50%	30%	-28% ▼
Self Help		119	7%	60%	14%	-53% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		731	56%	90%	55%	-34% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		387	68%	75%	63%	-7%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 107 Active Standard Outpatient Programs

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