

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	660	711	-7%
	Admits	778	823	-5%
	Discharges	755	808	-7%
	Service Hours	2,220	2,790	-20% ▼
	Bed Days	9,551	8,770	9%

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

### Consumer Satisfaction Survey

(Based on 224 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		98%	80%	91%
✓ Respect		97%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ Access		95%	80%	88%
✓ General Satisfaction		94%	80%	92%
✓ Recovery		92%	80%	79%
✓ Outcome		92%	80%	83%

■ 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	396	41.4%
	Residential Services	184	19.2%
	Case Management	44	4.6%
<b>Other</b>	Other	285	29.8%
<b>Forensic SA</b>	Case Management	48	5.0%

### Client Demographics

Age	#	%	State Avg
18-25	60	9%	10%
26-34	197	30%	22%
35-44	215	33%	23%
45-54	111	17%	19%
55-64	67	10%	19%
65+	9	1%	8%

Gender	#	%	State Avg
Male	513	78%	▲ 59%
Female	147	22%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	445	67%	68%
Hisp-Puerto Rican	172	26%	▲ 11%
Hispanic-Other	23	3%	8%
Hispanic-Mexican	16	2%	1%
Hispanic-Cuban	4	1%	0%
Unknown			▼ 12%

Race	#	%	State Avg
White/Caucasian	288	44%	▼ 62%
Black/African American	196	30%	▲ 17%
Other	168	25%	▲ 13%
Am. Indian/Native Alaskan	5	1%	0%
Asian	2	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%
Unknown			6%

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

# Case Management 931480

Wellmore

Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	96	-54% ▼
Admits	28	73	-62% ▼
Discharges	39	74	-47% ▼
Service Hours	151	324	-53% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
On-Time Periodic 6 Month Updates	N/A	49%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		39	100%	50%	67%	50% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Self Help		41	91%	60%	51%	31% ▲
✓ Employed		15	33%	20%	27%	13% ▲
✓ Stable Living Situation		42	93%	80%	79%	13% ▲

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	76%	10%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■			■	■	■	■	■	■	78%
Discharges	■	■	■	■		■	■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

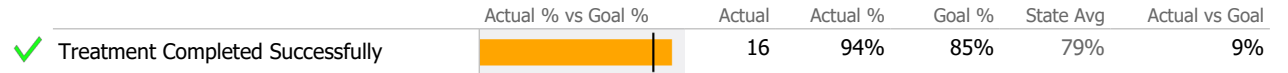
\* State Avg based on 13 Active Standard Case Management Programs

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

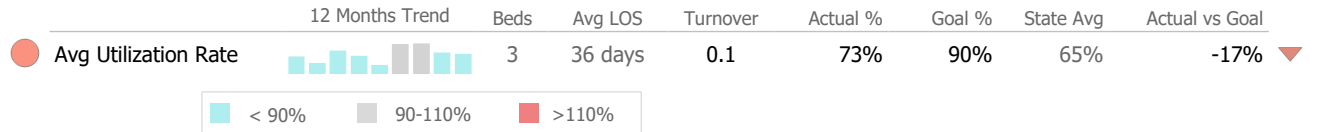
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	15	27% ▲
Admits	19	14	36% ▲
Discharges	17	12	42% ▲
Bed Days	597	477	25% ▲

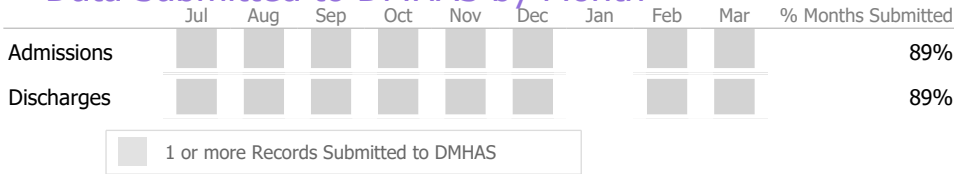
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month

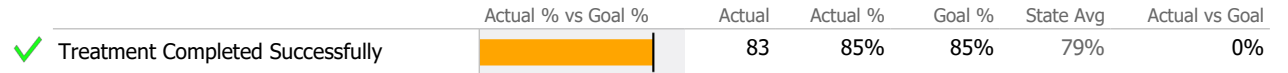


\* State Avg based on 12 Active Recovery House Programs

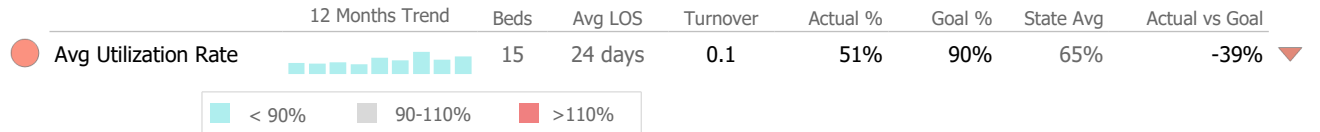
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	89	8%
Admits	91	87	5%
Discharges	98	92	7%
Bed Days	2,089	2,096	0%

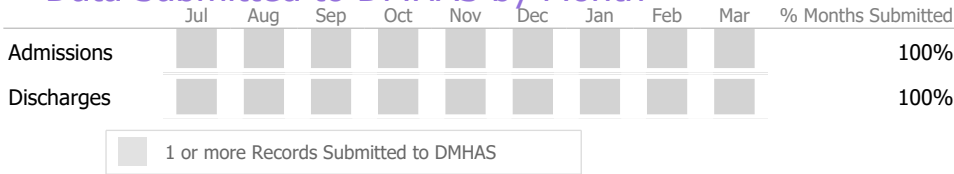
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 12 Active Recovery House Programs

### Program Activity

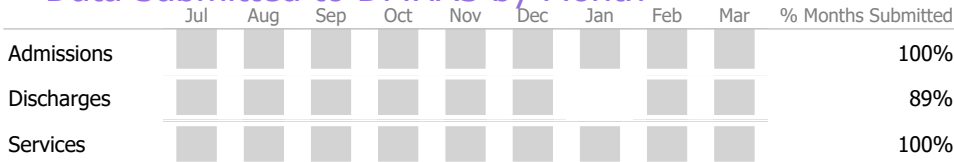
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	285	291	-2%
Admits	129	145	-11% ▼
Discharges	93	110	-15% ▼
Service Hours	245	513	-52% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
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### Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

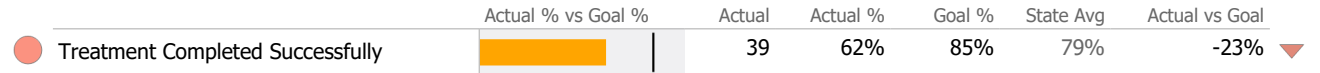
\* State Avg based on 6 Active Integrated Primary Care Programs

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

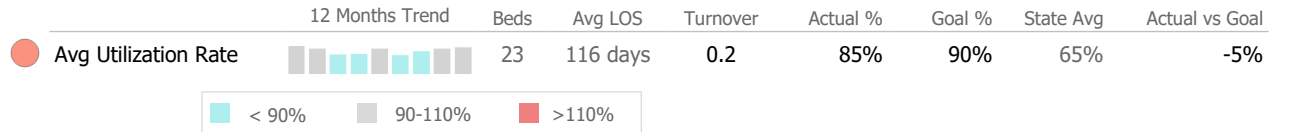
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	81	-10%
Admits	58	67	-13% ▼
Discharges	63	65	-3%
Bed Days	5,363	4,945	8%

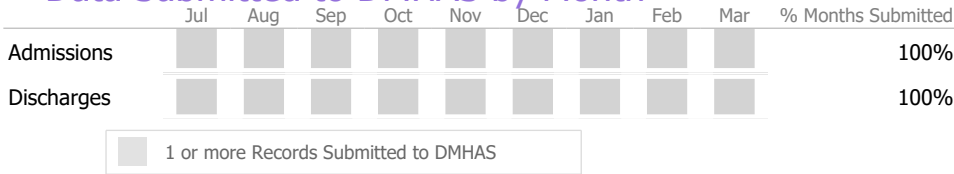
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 12 Active Recovery House Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	8	288% ▲
Admits	24	4	500% ▲
Discharges	27	8	238% ▲
Service Hours	131	89	48% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		19	70%	50%	75%	20% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		28	90%	60%	81%	30% ▲
✓ Employed		15	48%	20%	29%	28% ▲
✓ Stable Living Situation		28	90%	80%	60%	10%
✓ Self Help		19	61%	60%	58%	1%

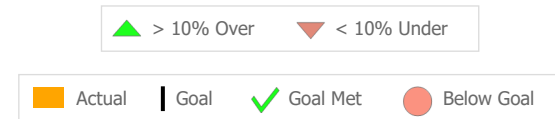
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	64%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS



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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	7	214% ▲
Admits	19	4	375% ▲
Discharges	18	5	260% ▲
Service Hours	65	22	193% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		17	94%	50%	75%	44% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		20	91%	60%	81%	31% ▲
● Self Help		13	59%	60%	58%	-1%
● Stable Living Situation		16	73%	80%	60%	-7%
● Employed		2	9%	20%	29%	-11% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	64%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■		■	■	■	■	■		78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 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	396	443	-11% ▼
Admits	398	414	-4%
Discharges	386	429	-10%
Service Hours	1,629	1,842	-12% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
Valid TEDS Data	88%	85%
On-Time Periodic		
6 Month Updates	50%	15%
Co-occurring		
MH Screen Complete	100%	92%
SA Screen Complete	100%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		254	66%	50%	50%	16% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		404	94%	75%	76%	19% ▲
● Abstinence/Reduced Drug Use		235	54%	55%	42%	-1%
● Stable Living Situation		366	85%	95%	75%	-10%
● Employed		145	34%	50%	33%	-16% ▼
● Self Help		84	19%	60%	15%	-41% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		47	100%	90%	58%	10%

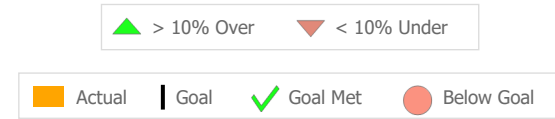
### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		357	98%	75%	65%	23% ▲

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS



\* State Avg based on 108 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	17	19	-11% ▼
Admits	12	15	-20% ▼
Discharges	14	13	8%
Bed Days	1,502	1,252	20% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	86%
Valid TEDS Data	100%	93%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	8%
<b>Co-occurring</b>		
MH Screen Complete	100%	95%
SA Screen Complete	100%	92%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	71%	70%	69%	1%
No Re-admit within 30 Days of Discharge		13	93%	85%	91%	8%
Follow-up within 30 Days of Discharge		8	80%	90%	69%	-10%

### Recovery

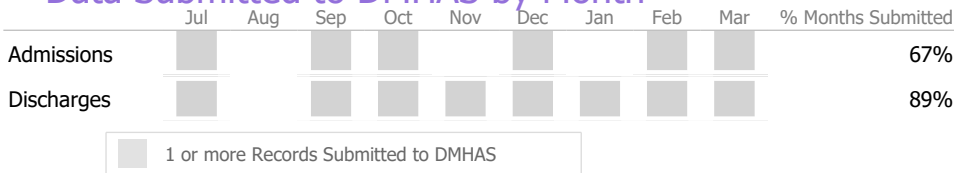
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		14	78%	70%	66%	8%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		8	173 days	0.3	69%	90%	89%	-21% ▼

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

### Data Submitted to DMHAS by Month



Legend: ▲ > 10% Over, ▼ < 10% Under

Legend: Orange bar = Actual, Vertical line = Goal, Green checkmark = Goal Met, Red circle = 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.