Connecticut Counseling Centers Inc.
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - September 2016   (Data as of Jan 06, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,005	1,663	21%	▲
	Admits	198	194	2%	
	Discharges	135	137	-1%	
	Service Hours	8,312	7,373	13%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Medication Assisted Treatment		2,005	100.0%

Consumer Satisfaction Survey   (Based on 351 FY16 Surveys)

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

▮ Satisfied %		Goal %	▮ 0-80%	▮ 80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	153	8%	12%
26-34	584	29%	22%
35-44	514	26%	19%
45-54	413	21%	23%
55-64	287	14%	18%
65+	54	3%	6%

Gender

Gender	#	%	State Avg
Male	1,197	60%	58%
Female	804	40%	42%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	1,461	73%	75%
Unknown	275	14%	6%
Hisp-Puerto Rican	184	9%	12%
Hispanic-Other	83	4%	7%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican			1%

Race

Race	#	%	State Avg
White/Caucasian	1,710	85% ▲	65%
Black/African American	142	7%	16%
Other	140	7%	13%
Am. Indian/Native Alaskan	4	0%	1%
Asian	4	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Unknown	2	0%	3%
Multiple Races			1%

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

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Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	640	484	32%	▲
Admits	81	74	9%	
Discharges	52	46	13%	▲
Service Hours	2,905	2,736	6%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	99%
✓	Valid TEDS Data	100%	99%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	92%	87%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	98%
✓	SA Screen Complete	100%	98%

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		20	38%	50%	46%	-12%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		627	97%	75%	95%	22%	▲
✓	Abstinence/Reduced Drug Use		459	71%	50%	73%	21%	▲
✓	Self Help		449	69%	60%	53%	9%	
✓	Stable Living Situation		621	96%	90%	95%	6%	
✓	Improved/Maintained Axis V GAF Score		457	91%	75%	88%	16%	▲
🔴	Employed		221	34%	40%	44%	-6%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		562	94%	90%	81%	4%

Service Engagement

Medication Assisted Treatment		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Length of Stay over 1 Year		369	58%	50%	66%	8%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 28 Active Methadone Maintenance Programs

Norwalk MM 900515
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	232	226	3%	
Admits	23	34	-32%	▼
Discharges	18	15	20%	▲
Service Hours	1,462	1,547	-5%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	99%
✓ Valid TEDS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	87%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	98%
✓ SA Screen Complete		100%	98%

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		5	28%	50%	46%	-22%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		226	96%	75%	95%	21%	▲
✓ Abstinence/Reduced Drug Use		160	68%	50%	73%	18%	▲
✓ Self Help		166	71%	60%	53%	11%	▲
✓ Stable Living Situation		226	96%	90%	95%	6%	
✓ Improved/Maintained Axis V GAF Score		187	93%	75%	88%	18%	▲
✓ Employed		97	41%	40%	44%	1%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		212	98%	90%	81%	8%	

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Length of Stay over 1 Year		170	73%	50%	66%	23%	▲

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 28 Active Methadone Maintenance Programs

Waterbury MM 100447
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,134	956	19%	▲
Admits	94	86	9%	
Discharges	65	76	-14%	▼
Service Hours	3,946	3,091	28%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	99%
✔	Valid TEDS Data	100%	99%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	91%	87%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	98%
✔	SA Screen Complete	100%	98%

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

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		51	78%	50%	46%	28%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		1,072	94%	75%	95%	19%	▲
✔	Abstinence/Reduced Drug Use		710	62%	50%	73%	12%	▲
✔	Employed		511	45%	40%	44%	5%	
✔	Stable Living Situation		1,074	94%	90%	95%	4%	
✔	Improved/Maintained Axis V GAF Score		851	88%	75%	88%	13%	▲
🔴	Self Help		501	44%	60%	53%	-16%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		952	88%	90%	81%	-2%	

Service Engagement

	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Length of Stay over 1 Year		763	67%	50%	66%	17%	▲

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✔ Goal Met | 🔴 Below Goal

* State Avg based on 28 Active Methadone Maintenance Programs