Connecticut Counseling Centers Inc.
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,163	1,857	16%	▲
	Admits	403	427	-6%	
	Discharges	274	262	5%	
	Service Hours	16,363	15,751	4%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Medication Assisted Treatment		2,163	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		#	%	State Avg
18-25		171	8%	13%
26-34		644	30%	23%
35-44		548	25%	19%
45-54		445	21%	22%
55-64		300	14%	17%
65+		55	3%	5%

Gender		#	%	State Avg
Male		1,299	60%	59%
Female		860	40%	41%
Transgender				0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,586	73%	74%
Unknown	283	13%	6%
Hisp-Puerto Rican	201	9%	12%
Hispanic-Other	90	4%	7%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	1%

Race		#	%		State Avg
White/Caucasian		1,842	85%	▲	65%
Other		155	7%		13%
Black/African American		152	7%		16%
Am. Indian/Native Alaskan		4	0%		1%
Asian		4	0%		1%
Hawaiian/Other Pacific Islander		4	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 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	699	552	27%	▲
Admits	161	161	0%	
Discharges	116	86	35%	▲
Service Hours	6,036	6,007	0%	

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%	80%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	97%
✔	SA Screen Complete	100%	97%

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	Oct	Nov	Dec	% 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		43	37%	50%	47%	-13%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Abstinence/Reduced Drug Use		525	72%	50%	72%	22%	▲
✔	Not Arrested		700	96%	75%	95%	21%	▲
✔	Self Help		513	71%	60%	54%	11%	▲
✔	Stable Living Situation		693	95%	90%	94%	5%	
✔	Improved/Maintained Axis V GAF Score		535	90%	75%	88%	15%	▲
🔴	Employed		236	33%	40%	43%	-7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		569	93%	90%	88%	3%

Service Engagement

	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Length of Stay over 1 Year		414	59%	50%	65%	9%

▲ > 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 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	251	244	3%
Admits	48	53	-9%
Discharges	31	33	-6%
Service Hours	2,816	3,267	-14% ▼

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	96%	80%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	97%
✓ SA Screen Complete	100%	97%

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	Oct	Nov	Dec	% 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		11	35%	50%	47%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		251	97%	75%	95%	22% ▲
✓ Abstinence/Reduced Drug Use		173	67%	50%	72%	17% ▲
✓ Self Help		179	69%	60%	54%	9%
✓ Stable Living Situation		251	97%	90%	94%	7%
✓ Improved/Maintained Axis V GAF Score		202	93%	75%	88%	18% ▲
✓ Employed		106	41%	40%	43%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		224	98%	90%	88%	8%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Length of Stay over 1 Year		178	71%	50%	65%	21% ▲

▲ > 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 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,219	1,069	14%	▲
Admits	194	213	-9%	
Discharges	127	143	-11%	▼
Service Hours	7,512	6,477	16%	▲

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	89%	80%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	97%
✔	SA Screen Complete	100%	97%

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	Oct	Nov	Dec	% 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		103	81%	50%	47%	31%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		1,165	94%	75%	95%	19%	▲
✔	Abstinence/Reduced Drug Use		743	60%	50%	72%	10%	
✔	Employed		546	44%	40%	43%	4%	
✔	Stable Living Situation		1,164	94%	90%	94%	4%	
✔	Improved/Maintained Axis V GAF Score		959	89%	75%	88%	14%	▲
●	Self Help		521	42%	60%	54%	-18%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		1,009	91%	90%	88%	1%	

Service Engagement

	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Length of Stay over 1 Year		840	69%	50%	65%	19%	▲

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 28 Active Methadone Maintenance Programs