Connecticut Counseling Centers Inc.
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - December 2018   (Data as of Mar 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,016	2,327	-13%	▼
	Admits	282	454	-38%	▼
	Discharges	319	557	-43%	▼
	Service Hours	14,541	14,292	2%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Medication Assisted Treatment		2,016	100.0%

Consumer Satisfaction Survey   (Based on 451 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		94%	80%	92%
✓	Overall		93%	80%	91%
✓	General Satisfaction		93%	80%	92%
✓	Respect		92%	80%	91%
✓	Quality and Appropriateness		91%	80%	93%
✓	Access		88%	80%	88%
✓	Outcome		88%	80%	83%
✓	Recovery		85%	80%	79%

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

Client Demographics

Age		#	%	State Avg
18-25		108	5%	11%
26-34		575	29%	23%
35-44		572	28%	21%
45-54		411	20%	21%
55-64		275	14%	18%
65+		75	4%	6%

Gender		#	%	State Avg
Male		1,193	59%	59%
Female		818	41%	41%
Transgender				0%

Ethnicity		#	%	State Avg
Non-Hispanic		1,532	76%	71%
Unknown		193	10%	9%
Hisp-Puerto Rican		176	9%	13%
Hispanic-Other		112	6%	7%
Hispanic-Mexican		3	0%	1%
Hispanic-Cuban				0%

Race		#	%	State Avg
White/Caucasian		1,705	85% ▲	63%
Other		153	8%	13%
Black/African American		141	7%	16%
Am. Indian/Native Alaskan		7	0%	1%
Asian		5	0%	1%
Hawaiian/Other Pacific Islander		3	0%	0%
Unknown		2	0%	5%
Multiple Races				1%

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

Dnbry MM 1.3 051723
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	829	866	-4%	
Admits	134	260	-48%	▼
Discharges	104	203	-49%	▼
Service Hours	6,030	5,684	6%	

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		83%	56%

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

Diagnosis	Actual % vs Goal %	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		55	53%	50%	48%	3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Abstinence/Reduced Drug Use		569	67%	50%	66%	17%	▲
✔ Not Arrested		776	91%	75%	87%	16%	▲
✔ Employed		371	43%	40%	42%	3%	
✔ Self Help		540	63%	60%	45%	3%	
✔ Improved/Maintained Axis V GAF Score		640	86%	75%	77%	11%	▲
● Stable Living Situation		762	89%	90%	87%	-1%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		646	86%	90%	86%	-4%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Length of Stay over 1 Year		592	71%	50%	75%	21%	▲

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 27 Active Methadone Maintenance Programs

MAT - Naltrexone - Meriden
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	17%	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%	68%	-55% ▼
Employed		N/A	N/A	50%	14%	-50% ▼
Not Arrested		N/A	N/A	75%	77%	-75% ▼
Self Help		N/A	N/A	60%	50%	-60% ▼
Stable Living Situation		N/A	N/A	95%	82%	-95% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	72%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

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 0 Active Naltrexone Programs

MAT - Naltrexone - Stamford
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

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	72%
Valid TEDS Data		N/A	100%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	67%
SA Screen Complete		N/A	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	17%	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%	68%	-55% ▼
Employed		N/A	N/A	50%	14%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	50%	-75% ▼
Not Arrested		N/A	N/A	75%	77%	-75% ▼
Self Help		N/A	N/A	60%	50%	-60% ▼
Stable Living Situation		N/A	N/A	95%	82%	-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 0 Active Naltrexone 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 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	298	285	5%	
Admits	47	57	-18%	▼
Discharges	41	36	14%	▲
Service Hours	4,146	3,325	25%	▲

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	80%	56%

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	99%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		20	49%	50%	48%	-1%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		280	91%	75%	87%	16%	▲
✔	Abstinence/Reduced Drug Use		186	60%	50%	66%	10%	
✔	Improved/Maintained Axis V GAF Score		230	85%	75%	77%	10%	
✔	Self Help		185	60%	60%	45%	0%	
🔴	Stable Living Situation		273	89%	90%	87%	-1%	
🔴	Employed		114	37%	40%	42%	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		220	82%	90%	86%	-8%

Service Engagement

Medication Assisted Treatment		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Length of Stay over 1 Year		224	75%	50%	75%	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 27 Active Methadone Maintenance Programs

Recovery Coach - Meth
Connecticut Counseling Centers Inc.
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

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 0 Active Peer Based Mentoring Programs

STR - MAT Y2
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	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%	62%	-55% ▼
🔴 Employed		N/A	N/A	50%	35%	-50% ▼
🔴 Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-75% ▼
🔴 Not Arrested		N/A	N/A	75%	92%	-75% ▼
🔴 Self Help		N/A	N/A	60%	31%	-60% ▼
🔴 Stable Living Situation		N/A	N/A	95%	90%	-95% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	93%
Valid TEDS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	45%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	86%
SA Screen Complete		N/A	100%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		N/A	N/A	90%	62%	N/A ▼

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 5 Active Buprenorphine Maintenance Programs

STR MAT Y2
Connecticut Counseling Centers Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		N/A	93%
Valid TEDS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	45%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	86%
SA Screen Complete		N/A	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	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%	62%	-55% ▼
Employed		N/A	N/A	50%	35%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-75% ▼
Not Arrested		N/A	N/A	75%	92%	-75% ▼
Self Help		N/A	N/A	60%	31%	-60% ▼
Stable Living Situation		N/A	N/A	95%	90%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	62%	N/A ▼

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 5 Active Buprenorphine 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 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	893	1,260	-29%	▼
Admits	101	137	-26%	▼
Discharges	174	318	-45%	▼
Service Hours	4,365	5,283	-17%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		67%	56%

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		83	48%	50%	48%	-2%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Not Arrested		741	81%	75%	87%	6%
✔	Abstinence/Reduced Drug Use		477	52%	50%	66%	2%
✔	Improved/Maintained Axis V GAF Score		659	79%	75%	77%	4%
🔴	Employed		335	37%	40%	42%	-3%
🔴	Stable Living Situation		744	81%	90%	87%	-9%
🔴	Self Help		339	37%	60%	45%	-23% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		523	71%	90%	86%	-19% ▼

Service Engagement

Medication Assisted Treatment		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Length of Stay over 1 Year		708	79%	50%	75%	29% ▲

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 27 Active Methadone Maintenance Programs