Connecticut Counseling Centers Inc.
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,752	1,717	2%
	Admits	532	584	-9%
	Discharges	439	516	-15% ▼
	Service Hours	24,283	25,044	-3%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Medication Assisted Treatment	1,752	100.0%

Consumer Satisfaction Survey   (Based on 401 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Overall		96%	80%	91%
✔ Quality and Appropriateness		95%	80%	93%
✔ Participation in Treatment		94%	80%	92%
✔ Outcome		92%	80%	83%
✔ Respect		92%	80%	91%
✔ Recovery		89%	80%	79%
✔ General Satisfaction		89%	80%	92%
✔ Access		84%	80%	88%

Legend: ▬ Satisfied % | Goal %   ▨ 0-80%   ▨ 80-100%   ✔ Goal Met   ⬤ Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	195	11%	16%
26-34	549	31%	23%
35-44	404	23%	20%
45-54	346	20%	24%
55-64	234	13%	14%
65+	24	1%	4%

Gender

Gender	#	%	State Avg
Male	1,055	60%	60%
Female	694	40%	40%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	1,350	77%	75%
Hisp-Puerto Rican	180	10%	12%
Unknown	162	9%	6%
Hispanic-Other	58	3%	6%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	0%

Race

Race	#	%		State Avg
White/Caucasian	1,529	87%	▲	65%
Other	108	6%		14%
Black/African American	103	6%	▼	17%
Am. Indian/Native Alaskan	4	0%		1%
Hawaiian/Other Pacific Islander	4	0%		0%
Asian	3	0%		1%
Unknown	1	0%		3%
Multiple Races				1%

Legend: ▬ 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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	409	396	3%	
Admits	178	161	11%	▲
Discharges	116	176	-34%	▼
Service Hours	5,408	5,699	-5%	

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	99%
✔	Valid TEDS Data	100%	98%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	96%	87%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	92%
✔	SA Screen Complete	100%	92%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		67	58%	50%	56%	8%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Abstinence/Reduced Drug Use		322	73%	50%	71%	23%	▲
✔	Not Arrested		439	99%	75%	95%	24%	▲
✔	Stable Living Situation		437	98%	90%	94%	8%	
✔	Improved/Maintained Axis V GAF Score		345	95%	75%	75%	20%	▲
✔	Employed		192	43%	40%	40%	3%	
🔴	Self Help		133	30%	60%	55%	-30%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		322	98%	90%	91%	8%

Service Engagement

Medication Assisted Treatment		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Length of Stay over 1 Year		235	57%	50%	64%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	218	224	-3%
Admits	52	52	0%
Discharges	58	53	9%
Service Hours	4,302	5,407	-20% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	99%
✔ Valid TEDS Data		100%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		88%	87%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	92%
✔ SA Screen Complete		100%	92%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		25	45%	50%	56%	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Abstinence/Reduced Drug Use		173	76%	50%	71%	26% ▲
✔ Not Arrested		224	98%	75%	95%	23% ▲
✔ Improved/Maintained Axis V GAF Score		178	88%	75%	75%	13% ▲
✔ Stable Living Situation		214	94%	90%	94%	4%
✔ Employed		94	41%	40%	40%	1%
🔴 Self Help		101	44%	60%	55%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		157	92%	90%	91%	2%

Service Engagement

Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Length of Stay over 1 Year		161	74%	50%	64%	24% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,131	1,110	2%	
Admits	302	371	-19%	▼
Discharges	265	287	-8%	
Service Hours	14,573	13,937	5%	

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	99%
✔	Valid TEDS Data	100%	98%

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

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	92%
✔	SA Screen Complete	100%	92%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	99%	100%
✔	Valid Axis V GAF Score	99%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		211	81%	50%	56%	31%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Abstinence/Reduced Drug Use		867	74%	50%	71%	24%	▲
✔	Not Arrested		1,145	98%	75%	95%	23%	▲
✔	Stable Living Situation		1,144	98%	90%	94%	8%	
✔	Improved/Maintained Axis V GAF Score		950	92%	75%	75%	17%	▲
✔	Employed		511	44%	40%	40%	4%	
●	Self Help		589	51%	60%	55%	-9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		897	99%	90%	91%	9%	

Service Engagement

	Medication Assisted Treatment	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Length of Stay over 1 Year		796	70%	50%	64%	20%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Methadone Maintenance Programs