

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	152	168	-10%
	Admits	97	103	-6%
	Discharges	103	109	-6%
	Service Hours	458	807	-43% ▼
	Bed Days	4,376	4,112	6%

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

Consumer Satisfaction Survey (Based on 219 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		89%	80%	92%
✓ Respect		87%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ Overall		81%	80%	91%
✓ Recovery		80%	80%	79%
● Outcome		78%	80%	83%
● Access		76%	80%	88%
● General Satisfaction		76%	80%	92%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Residential Services	72	31.0%
	Outpatient	53	22.8%
	Medication Assisted Treatment	50	21.6%
	Employment Services	21	9.1%
Mental Health	Residential Services	19	8.2%
	Community Support	17	7.3%

Client Demographics

Age	#	%	State Avg
18-25	11	7%	9%
26-34	51	34% ▲	22%
35-44	47	31%	21%
45-54	26	17%	20%
55-64	14	9% ▼	20%
65+	3	2%	7%

Gender	#	%	State Avg
Male	107	70% ▲	59%
Female	45	30% ▼	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	103	68%	71%
Hispanic-Other	36	24% ▲	7%
Hisp-Puerto Rican	7	5%	12%
Unknown	6	4%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	99	65%	64%
Black/African American	29	19%	16%
Other	17	11%	13%
Unknown	3	2%	5%
Am. Indian/Native Alaskan	2	1%	1%
Asian	1	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	51	4%
Admits	25	25	0%
Discharges	25	27	-7%
Service Hours	67	45	48% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	92%
Valid TEDS Data	100%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	31%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		18	72%	50%	54%	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		37	70%	55%	48%	15% ▲
✓ Not Arrested		46	87%	75%	79%	12% ▲
✓ Self Help		33	62%	60%	28%	2%
● Stable Living Situation		40	75%	95%	78%	-20% ▼
✓ Improved/Maintained Axis V GAF Score		25	93%	75%	47%	18% ▲
● Employed		3	6%	50%	40%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		22	76%	90%	59%	-14% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		23	92%	75%	67%	17% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	29	7%
Admits	15	15	0%
Discharges	18	15	20% ▲
Bed Days	1,299	1,221	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	83%
Valid TEDS Data	100%	90%

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

Co-occurring	Actual	State Avg
MH Screen Complete	100%	77%
SA Screen Complete	100%	78%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	67%	70%	76%	-3%
No Re-admit within 30 Days of Discharge		16	89%	85%	90%	4%
Follow-up within 30 Days of Discharge		7	58%	90%	72%	-32%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		26	84%	70%	64%	14% ▲
Improved/Maintained Axis V GAF Score		18	95%	95%	78%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	97 days	0.5	94%	90%	99%	4%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

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

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	38	11% ▲
Admits	23	20	15% ▲
Discharges	24	21	14% ▲
Bed Days	1,758	1,659	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	83%
Valid TEDS Data	100%	90%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	100%	77%
SA Screen Complete	100%	78%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		16	67%	70%	76%	-3%
No Re-admit within 30 Days of Discharge		20	83%	85%	90%	-2%
Follow-up within 30 Days of Discharge		8	50%	90%	72%	-40%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		22	52%	70%	64%	-18%
Improved/Maintained Axis V GAF Score		24	96%	95%	78%	1%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	85 days	0.5	101%	90%	99%	11% ▲

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 28 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	-	-	
Discharges	1	-	
Bed Days	377	460	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	91%
Co-occurring		
MH Screen Complete	N/A	89%
SA Screen Complete	N/A	89%
Diagnosis		
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	69%	-75% ▼
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	80%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	73%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		1	25%	75%	48%	-50% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	1,478 days	1.0	82%	90%	96%	-8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 27 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	6	250% ▲
Admits	5	3	67% ▲
Discharges	13	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	83%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	0%	13%
Co-occurring		
MH Screen Complete	100%	97%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	62%	50%	74%	12% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		21	100%	75%	82%	25% ▲
Abstinence/Reduced Drug Use		12	57%	55%	46%	2%
Stable Living Situation		19	90%	95%	82%	-5%
Employed		9	43%	50%	27%	-7%
Improved/Maintained Axis V GAF Score		13	81%	75%	56%	6%
Self Help		8	38%	60%	24%	-22% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 7 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	5	40% ▲
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	530	361	47% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	96%
Co-occurring		
MH Screen Complete	100%	87%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

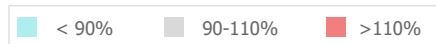
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	80%	89%	20% ▲
No Re-admit within 30 Days of Discharge		1	100%	85%	89%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	84%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		6	86%	60%	83%	26% ▲
Stable Living Situation		7	100%	90%	99%	10%
Improved/Maintained Axis V GAF Score		4	100%	95%	66%	5%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				6	495 days	0.9	96%	90%	93%	6%



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

1 or more Records Submitted to DMHAS



* State Avg based on 24 Active Group Home Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	64	71	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	73%
On-Time Periodic		
6 Month Updates	100%	85%
Co-occurring		
MH Screen Complete	N/A	25%
SA Screen Complete	N/A	25%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	65%	57%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		4	100%	60%	82%	40% ▲
✓ Improved/Maintained Axis V GAF Score		4	100%	65%	60%	35% ▲
✓ Stable Living Situation		4	100%	80%	88%	20% ▲
✓ Employed		1	25%	20%	13%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 36 Active CSP Programs

STR E MAT Employment

Central Naugatuck Valley (CNV) Help Inc.

Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	21	0%
Admits	6	10	-40% ▼
Discharges	5	7	-29% ▼
Service Hours	161	235	-31% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		6	29%	35%	27%	-6%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	100%	90%	52%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		75%

On-Time Periodic	Actual	State Avg
6 Month Updates		28%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 14 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	56	-45% ▼
Admits	17	24	-29% ▼
Discharges	13	31	-58% ▼
Service Hours	89	306	-71% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	93%
Valid TEDS Data	90%	97%
On-Time Periodic		
6 Month Updates	0%	37%
Co-occurring		
MH Screen Complete	100%	78%
SA Screen Complete	100%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	94%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	54%	50%	47%	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		28	88%	75%	71%	13% ▲
✓ Abstinence/Reduced Drug Use		19	59%	55%	52%	4%
● Self Help		14	44%	60%	25%	-16% ▼
● Stable Living Situation		24	75%	95%	71%	-20% ▼
● Employed		10	31%	50%	31%	-19% ▼
● Improved/Maintained Axis V GAF Score		11	65%	75%	44%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		15	79%	90%	57%	-11% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 23 Active Buprenorphine Maintenance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	22	-41% ▼
Admits	3	4	-25% ▼
Discharges	1	5	-80% ▼
Service Hours	77	151	-49% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	73%
On-Time Periodic		
6 Month Updates	100%	85%
Co-occurring		
MH Screen Complete	67%	25%
SA Screen Complete	33%	25%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	65%	57%	-65% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		13	100%	60%	82%	40% ▲
Stable Living Situation		13	100%	80%	88%	20% ▲
Improved/Maintained Axis V GAF Score		9	100%	65%	60%	35% ▲
Employed		2	15%	20%	13%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	100%	90%	98%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

▲ > 10% Over ▼ < 10% Under

* State Avg based on 36 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	2	1	100% ▲
Discharges	2	1	100% ▲
Bed Days	412	411	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic		
6 Month Updates	100%	96%
Co-occurring		
MH Screen Complete	100%	87%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	98%

Discharge Outcomes

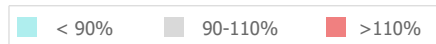
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	100%	80%	89%	20% ▲
● No Re-admit within 30 Days of Discharge		1	50%	85%	89%	-35% ▼
✓ Follow-up within 30 Days of Discharge		2	100%	90%	84%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		6	86%	60%	83%	26% ▲
✓ Stable Living Situation		7	100%	90%	99%	10%
● Improved/Maintained Axis V GAF Score		4	80%	95%	66%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	384 days	0.9	75%	90%	93%	-15% ▼



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%

1 or more Records Submitted to DMHAS



* State Avg based on 24 Active Group Home Programs