

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	745	846	-12% ▼
	Admits	589	671	-12% ▼
	Discharges	512	708	-28% ▼
	Service Hours	1,191	5,112	-77% ▼
	Bed Days	8,791	8,318	6%

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

Consumer Satisfaction Survey

(Based on 464 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ General Satisfaction		98%	80%	92%
✓ Overall		97%	80%	91%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		96%	80%	91%
✓ Access		95%	80%	88%
✓ Outcome		93%	80%	83%
✓ Recovery		91%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	467	45.9%
	Residential Services	209	20.6%
	Case Management	164	16.1%
	Medication Assisted Treatment	128	12.6%
	Employment Services	44	4.3%
Mental Health	Case Management	5	0.5%

Client Demographics

Age	#	%	State Avg
18-25	51	7%	9%
26-34	225	30%	21%
35-44	215	29%	22%
45-54	124	17%	19%
55-64	106	14%	20%
65+	23	3%	8%

Gender	#	%	State Avg
Male	414	56%	58%
Female	330	44%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	600	81%	▲ 70%
Unknown	99	13%	10%
Hispanic-Other	41	6%	8%
Hisp-Puerto Rican	5	1%	▼ 12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	560	75%	▲ 62%
Unknown	90	12%	6%
Other	49	7%	13%
Black/African American	41	6%	▼ 17%
Asian	3	0%	1%
Am. Indian/Native Alaskan	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%

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

221 Migeon-PILOTS Development 562-551

McCall Foundation Inc

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	2	-	
Discharges	2	-	
Service Hours	2	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	94%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	25%	90%	97%	-65% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							33%
Discharges							17%
Services							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	462	546	-15% ▼
Admits	199	312	-36% ▼
Discharges	168	334	-50% ▼
Service Hours	861	3,616	-76% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	85%
Valid TEDS Data	83%	84%
On-Time Periodic		
6 Month Updates	2%	21%
Co-occurring		
MH Screen Complete	74%	90%
SA Screen Complete	97%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		68	40%	50%	53%	-10% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		341	72%	55%	47%	17% ▲
Not Arrested		376	79%	75%	74%	4%
Employed		189	40%	50%	30%	-10%
Stable Living Situation		400	84%	95%	73%	-11% ▼
Self Help		144	30%	60%	18%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		120	39%	90%	60%	-51% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		139	71%	75%	60%	-4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							50%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 107 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	169	177	-5%
Admits	167	162	3%
Discharges	157	161	-2%
Bed Days	4,485	3,601	25% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	83%
Valid TEDS Data	91%	97%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	76%	92%
SA Screen Complete	85%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		113	72%	80%	69%	-8%
No Re-admit within 30 Days of Discharge		142	90%	85%	91%	5%
Follow-up within 30 Days of Discharge		72	64%	90%	64%	-26%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		103	56%	70%	35%	-14%
Self Help		68	37%	60%	42%	-23%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	43 days	0.1	122%	90%	97%	32% ▲

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

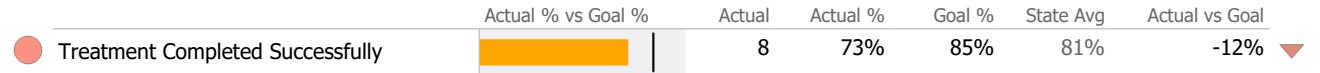
* State Avg based on 7 Active SA Intensive Res. Rehabilitation 3.7 Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

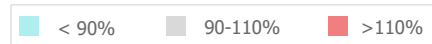
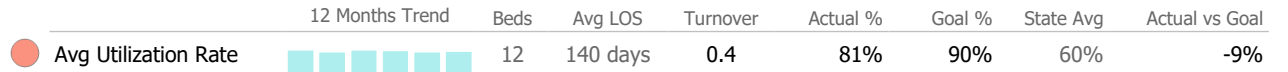
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	29	-31% ▼
Admits	10	17	-41% ▼
Discharges	11	17	-35% ▼
Bed Days	1,781	2,149	-17% ▼

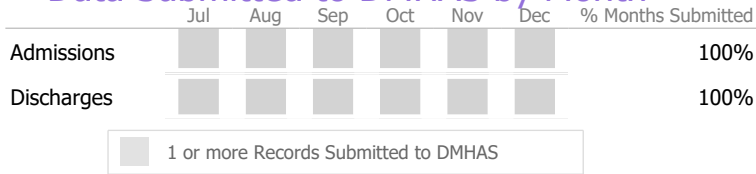
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 12 Active Recovery House Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	40	-3%
Admits	26	26	0%
Discharges	26	26	0%
Bed Days	2,525	2,568	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	87%
Valid TEDS Data	100%	99%
On-Time Periodic		
6 Month Updates	N/A	100%
Co-occurring		
MH Screen Complete	96%	88%
SA Screen Complete	96%	88%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	46%	85%	62%	-39% ▼
No Re-admit within 30 Days of Discharge		22	85%	85%	77%	0%
Follow-up within 30 Days of Discharge		6	50%	90%	64%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		32	80%	70%	87%	10% ▲
Employed		23	57%	60%	39%	-3%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	91 days	0.3	98%	90%	77%	8%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 8 Active Transitional/Halfway House 3.1 Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9		
Admits	9	-	
Discharges	2	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	71%
Valid TEDS Data	95%	98%
On-Time Periodic		
6 Month Updates	N/A	11%
Co-occurring		
MH Screen Complete	89%	95%
SA Screen Complete	100%	99%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	72%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		8	89%	55%	29%	34% ▲
Self Help		7	78%	60%	31%	18% ▲
Employed		5	56%	50%	29%	6%
Not Arrested		7	78%	75%	49%	3%
Stable Living Situation		7	78%	95%	74%	-17% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions					■	■	33%
Discharges					■	■	33%

■ 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

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	122	101	21% ▲
Admits	55	48	15% ▲
Discharges	51	39	31% ▲
Service Hours	161	935	-83% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	87%
Valid TEDS Data	92%	96%
On-Time Periodic		
6 Month Updates	5%	26%
Co-occurring		
MH Screen Complete	60%	73%
SA Screen Complete	96%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		23	45%	50%	45%	-5%

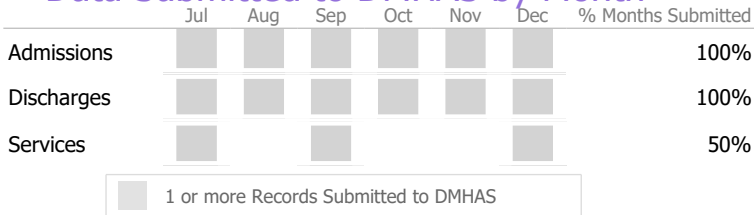
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		100	81%	55%	47%	26% ▲
Not Arrested		91	73%	75%	64%	-2%
Employed		50	40%	50%	24%	-10%
Stable Living Situation		99	80%	95%	63%	-15% ▼
Self Help		40	32%	60%	18%	-28% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	47%	90%	39%	-43% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

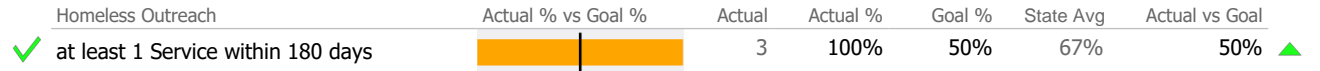
* State Avg based on 22 Active Buprenorphine Maintenance Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

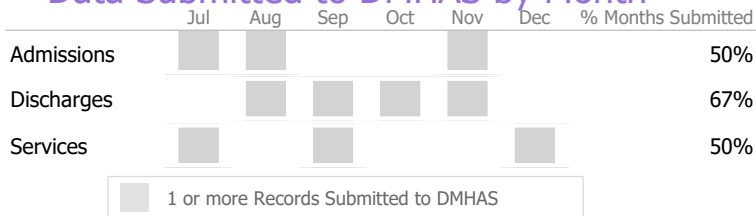
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	22	-32% ▼
Admits	3	12	-75% ▼
Discharges	13	11	18% ▲
Service Hours	3	112	-97% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	54	-19% ▼
Admits	33	25	32% ▲
Discharges	30	41	-27% ▼
Service Hours	84	134	-37% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		23	50%	35%	29%	15% ▲

Service Utilization

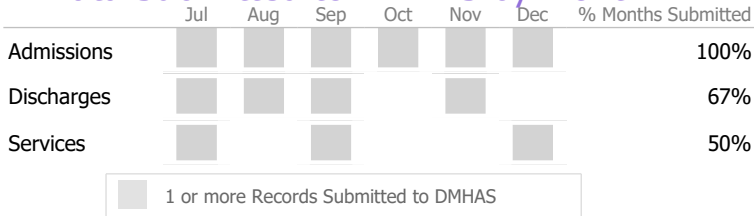
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		8	50%	90%	60%	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		81%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		35%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8		
Admits	8	-	
Discharges	3	-	
Service Hours	12	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	87%
Valid TEDS Data	75%	96%
On-Time Periodic		
6 Month Updates	N/A	26%
Co-occurring		
MH Screen Complete	25%	73%
SA Screen Complete	25%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	45%	-17% ▼

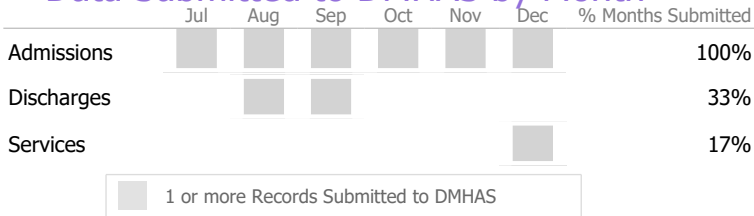
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		5	62%	75%	64%	-13% ▼
Stable Living Situation		6	75%	95%	63%	-20% ▼
Abstinence/Reduced Drug Use		2	25%	55%	47%	-30% ▼
Employed		1	12%	50%	24%	-38% ▼
Self Help		0	0%	60%	18%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	80%	90%	39%	-10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	26	-4%
Admits	22	6	267% ▲
Discharges	14	8	75% ▲
Service Hours	26	76	-66% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	62%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	57%	50%	48%	7%

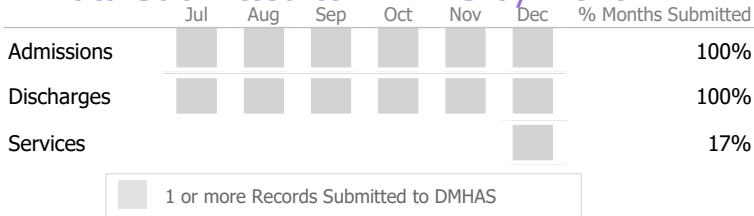
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		9	35%	20%	28%	15% ▲
● Stable Living Situation		19	73%	80%	81%	-7%
● Self Help		5	19%	60%	59%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	58%	90%	83%	-32% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	35	-34% ▼
Admits	7	19	-63% ▼
Discharges	6	21	-71% ▼
Service Hours	12	240	-95% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	46%	85%
Valid TEDS Data	58%	84%
On-Time Periodic		
6 Month Updates	0%	21%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	83%	50%	53%	33% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		14	61%	55%	47%	6%
● Employed		9	39%	50%	30%	-11% ▼
● Stable Living Situation		19	83%	95%	73%	-12% ▼
● Not Arrested		12	52%	75%	74%	-23% ▼
● Self Help		2	9%	60%	18%	-51% ▼

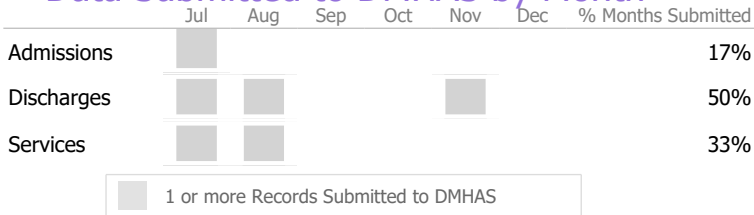
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	47%	90%	60%	-43% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		2	29%	75%	60%	-46% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal


* State Avg based on 107 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

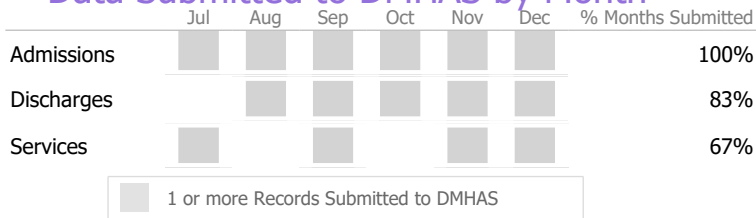
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	79	66% ▲
Admits	48	44	9%
Discharges	29	50	-42% ▼
Service Hours	33	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		29	60%	50%	67%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs