

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	751	1,056	-29% ▼
	Admits	600	1,034	-42% ▼
	Discharges	513	1,008	-49% ▼
	Service Hours	1,219	7,419	-84% ▼
	Bed Days	13,281	12,458	7%

▲ > 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	#	%
<b>Addiction</b>	Outpatient	468	45.7%
	Residential Services	210	20.5%
	Case Management	164	16.0%
	Medication Assisted Treatment	132	12.9%
	Employment Services	44	4.3%
<b>Mental Health</b>	Case Management	5	0.5%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	51	7%	10%	Male	419	56%	58%
26-34	227	30%	22%	Female	331	44%	42%
35-44	218	29%	23%	Transgender			0%
45-54	125	17%	19%				
55-64	106	14%	19%				
65+	23	3%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	604	80%	▲ 69%	White/Caucasian	564	75%	▲ 62%
Unknown	99	13%	11%	Unknown	90	12%	6%
Hispanic-Other	43	6%	8%	Other	50	7%	13%
Hisp-Puerto Rican	5	1%	▼ 12%	Black/African American	41	5%	▼ 17%
Hispanic-Cuban			0%	Asian	3	0%	1%
Hispanic-Mexican			0%	Am. Indian/Native Alaskan	1	0%	0%
				Multiple Races	1	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

■ 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 - March 2021 (Data as of Jun 28, 2021)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	4	25% ▲
Admits	2	-	
Discharges	2	-	
Service Hours	29	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	100%	85%	95%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		4	100%	90%	99%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
6 Month Updates		89%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										22%
Discharges										11%
Services										11%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met Below Goal

\* State Avg based on 65 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	463	700	-34% ▼
Admits	200	492	-59% ▼
Discharges	169	491	-66% ▼
Service Hours	861	5,203	-83% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	85%
Valid TEDS Data	84%	85%
<b>On-Time Periodic</b>		
6 Month Updates	0%	21%
<b>Co-occurring</b>		
MH Screen Complete	74%	91%
SA Screen Complete	97%	97%
<b>Diagnosis</b>		
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%	51%	-10% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		341	71%	55%	48%	16% ▲
Not Arrested		377	79%	75%	76%	4%
Employed		189	40%	50%	31%	-10%
Stable Living Situation		401	84%	95%	76%	-11% ▼
Self Help		144	30%	60%	18%	-30% ▼

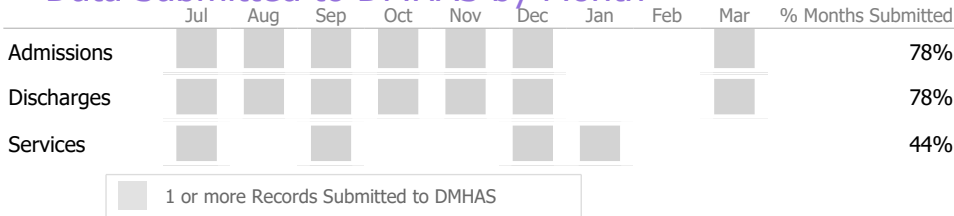
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		119	39%	90%	69%	-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%	62%	-4%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	169	242	-30% ▼
Admits	167	234	-29% ▼
Discharges	157	234	-33% ▼
Bed Days	6,825	5,418	26% ▲

### 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%	93%
SA Screen Complete	85%	93%
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%	90%	5%
Follow-up within 30 Days of Discharge		73	65%	90%	65%	-25% ▼

### Recovery

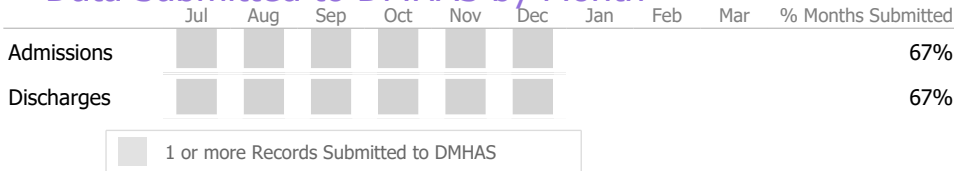
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		103	56%	70%	37%	-14% ▼
Self Help		68	37%	60%	45%	-23% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	78 days	0.1	125%	90%	94%	35% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

### Data Submitted to DMHAS by Month



Legend: ▲ > 10% Over, ▼ < 10% Under

Legend: Actual (orange bar), Goal (vertical line), Goal Met (green check), Below Goal (red circle)

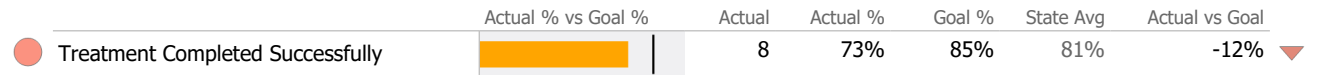
\* State Avg based on 7 Active SA Intensive Res. Rehabilitation 3.7 Programs

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

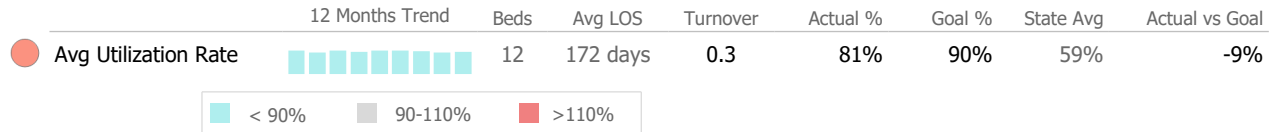
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	32	-34% ▼
Admits	11	20	-45% ▼
Discharges	11	22	-50% ▼
Bed Days	2,671	3,229	-17% ▼

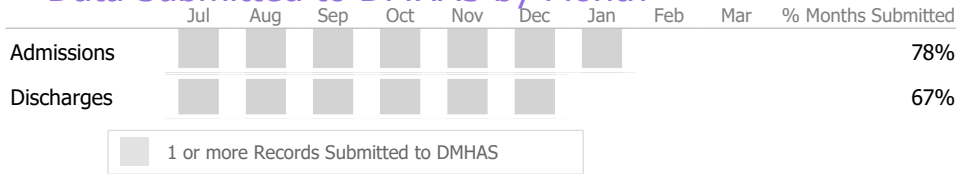
### Discharge Outcomes



### 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	53	-26% ▼
Admits	26	39	-33% ▼
Discharges	26	39	-33% ▼
Bed Days	3,785	3,811	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	87%
Valid TEDS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Co-occurring	Actual	State Avg
MH Screen Complete	96%	90%
SA Screen Complete	96%	90%
Diagnosis	Actual	State Avg
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%	65%	-39% ▼
No Re-admit within 30 Days of Discharge		22	85%	85%	78%	0%
Follow-up within 30 Days of Discharge		6	50%	90%	66%	-40% ▼

### Recovery

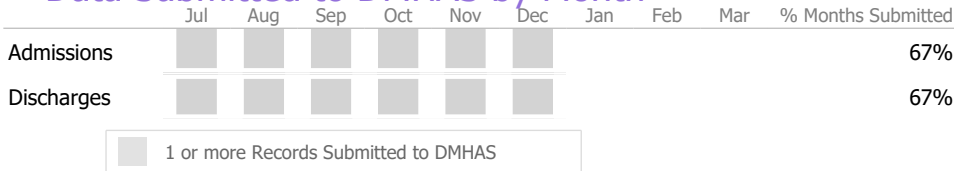
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		32	80%	70%	88%	10% ▲
Employed		23	57%	60%	38%	-3%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	137 days	0.2	99%	90%	77%	9%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 8 Active Transitional/Halfway House 3.1 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18		
Admits	18	-	
Discharges	2	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	82%	74%
Valid TEDS Data	97%	97%
<b>On-Time Periodic</b>		
6 Month Updates	0%	24%
<b>Co-occurring</b>		
MH Screen Complete	94%	95%
SA Screen Complete	100%	98%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

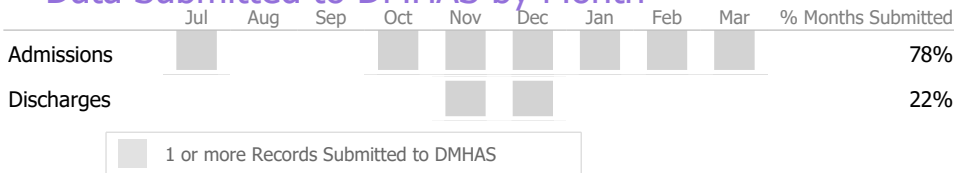
### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	76%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		15	83%	55%	37%	28% ▲
Employed		13	72%	50%	36%	22% ▲
Not Arrested		16	89%	75%	58%	14% ▲
Stable Living Situation		15	83%	95%	79%	-12% ▼
Self Help		4	22%	60%	28%	-38% ▼

### Data Submitted to DMHAS by Month



▲ > 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	122	119	3%
Admits	55	67	-18% ▼
Discharges	51	56	-9%
Service Hours	161	1,397	-89% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	76%	88%
Valid TEDS Data	92%	96%
<b>On-Time Periodic</b>		
6 Month Updates	0%	24%
<b>Co-occurring</b>		
MH Screen Complete	60%	76%
SA Screen Complete	96%	88%
<b>Diagnosis</b>		
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%	51%	-5%

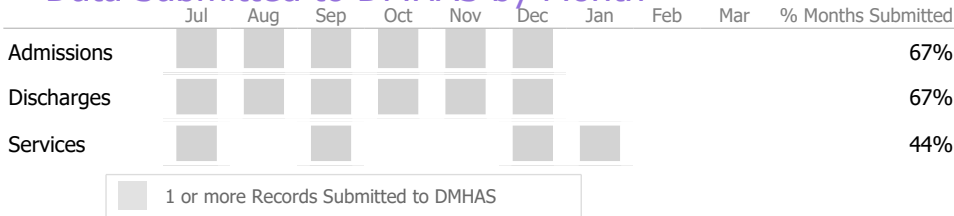
### Recovery

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%	66%	-2%
Employed		50	40%	50%	24%	-10%
Stable Living Situation		99	80%	95%	65%	-15% ▼
Self Help		40	32%	60%	19%	-28% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		34	47%	90%	36%	-43% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 21 Active Buprenorphine Maintenance Programs

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



# Senior Outreach

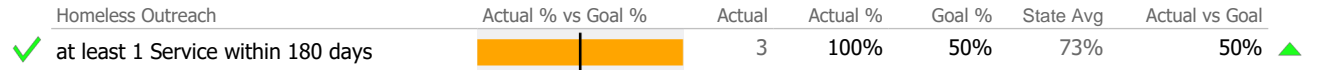
McCall Foundation Inc

Addiction - Case Management - Outreach & Engagement

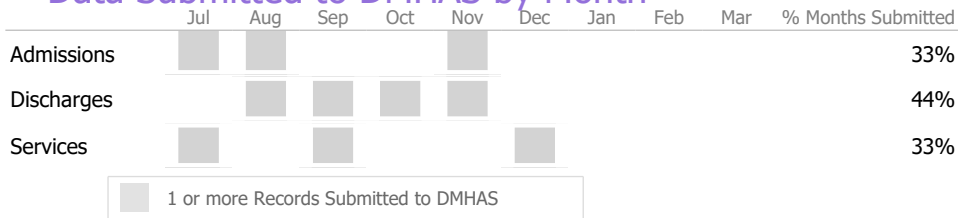
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	29	-48% ▼
Admits	3	20	-85% ▼
Discharges	13	17	-24% ▼
Service Hours	3	156	-98% ▼

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

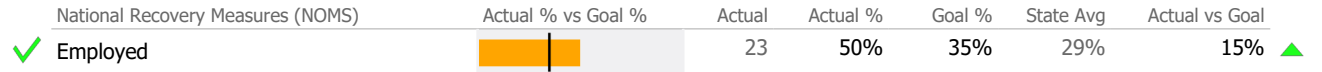
\* State Avg based on 23 Active Outreach & Engagement Programs

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

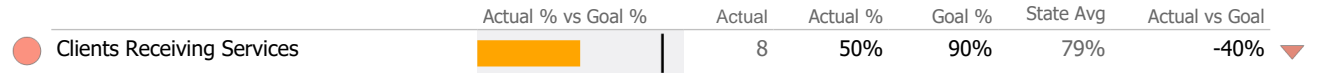
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	73	-40% ▼
Admits	33	44	-25% ▼
Discharges	30	54	-44% ▼
Service Hours	84	231	-64% ▼

### Recovery



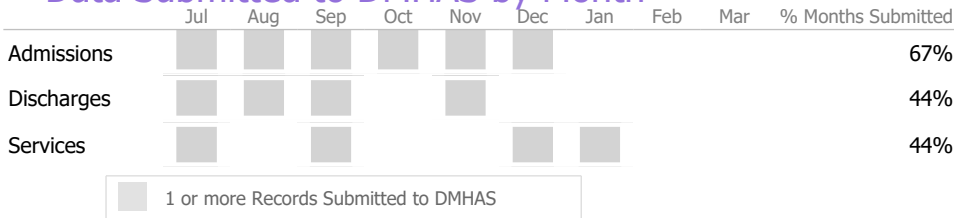
### Service Utilization



### Data Submission Quality



### 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

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

### 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%	88%
Valid TEDS Data	75%	96%
<b>On-Time Periodic</b>		
6 Month Updates	0%	24%
<b>Co-occurring</b>		
MH Screen Complete	25%	76%
SA Screen Complete	25%	88%
<b>Diagnosis</b>		
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%	51%	-17% ▼

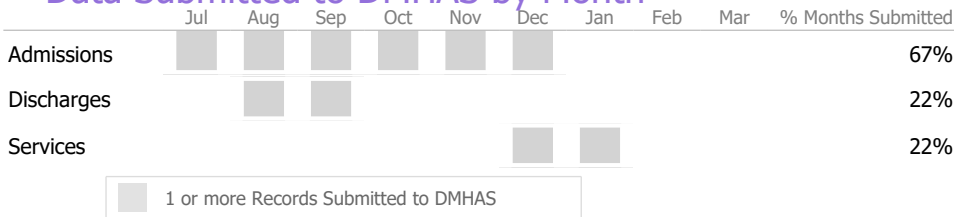
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		5	62%	75%	66%	-13% ▼
Stable Living Situation		6	75%	95%	65%	-20% ▼
Abstinence/Reduced Drug Use		2	25%	55%	47%	-30% ▼
Employed		1	12%	50%	24%	-38% ▼
Self Help		0	0%	60%	19%	-60% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	80%	90%	36%	-10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 21 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	27	-7%
Admits	22	8	175% ▲
Discharges	14	8	75% ▲
Service Hours	26	79	-67% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	62%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	65%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	57%	50%	52%	7%

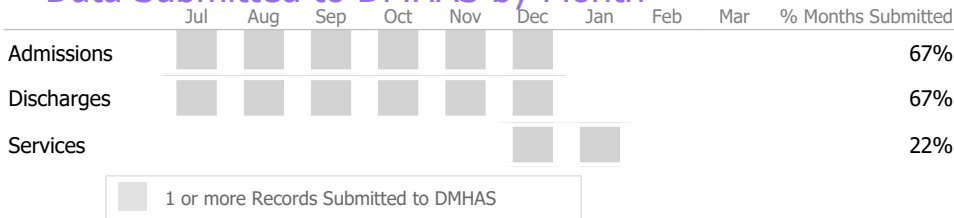
### Recovery

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%	82%	-7%
● Self Help		5	19%	60%	60%	-41% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	58%	90%	84%	-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	46	-50% ▼
Admits	7	30	-77% ▼
Discharges	6	30	-80% ▼
Service Hours	12	354	-97% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	46%	85%
Valid TEDS Data	58%	85%
<b>On-Time Periodic</b>		
6 Month Updates	0%	21%
<b>Co-occurring</b>		
MH Screen Complete	100%	91%
SA Screen Complete	100%	97%
<b>Diagnosis</b>		
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%	51%	33% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		14	61%	55%	48%	6%
● Employed		9	39%	50%	31%	-11% ▼
● Stable Living Situation		19	83%	95%	76%	-12% ▼
● Not Arrested		12	52%	75%	76%	-23% ▼
● Self Help		2	9%	60%	18%	-51% ▼

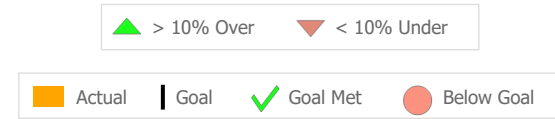
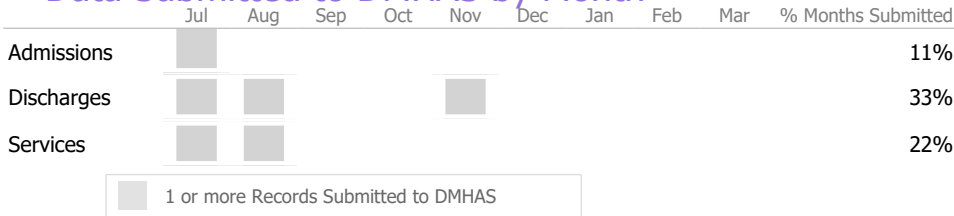
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		8	47%	90%	69%	-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%	62%	-46% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 109 Active Standard Outpatient Programs

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

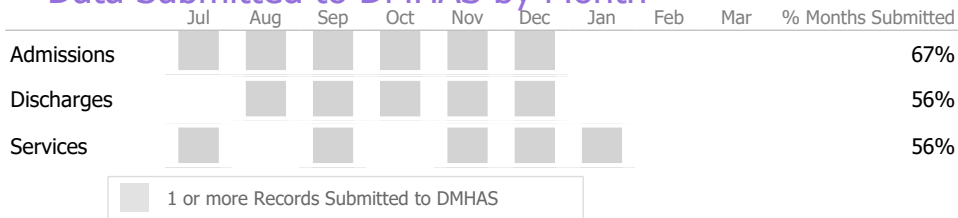
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	131	112	17% ▲
Admits	48	80	-40% ▼
Discharges	29	57	-49% ▼
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%	73%	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