

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	651	594	10%
	Admits	355	324	10%
	Discharges	247	332	-26% ▼
	Service Hours	1,663	579	187% ▲
	Bed Days	4,339	4,000	8%

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

Consumer Satisfaction Survey

(Based on 690 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Participation in Treatment		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Overall		95%	80%	91%
✓ Access		93%	80%	88%
✓ Respect		93%	80%	91%
✓ Outcome		91%	80%	83%
✓ Recovery		89%	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	351	41.9%
	Case Management	153	18.3%
	Medication Assisted Treatment	150	17.9%
	Residential Services	136	16.2%
	Employment Services	44	5.3%
Mental Health	Case Management	4	0.5%

Client Demographics

Age	#	%	State Avg
18-25	47	7%	9%
26-34	181	28%	20%
35-44	199	31%	23%
45-54	102	16%	19%
55-64	90	14%	20%
65+	28	4%	9%

Gender	#	%	State Avg
Male	378	58%	58%
Female	273	42%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	513	79%	69%
Unknown	83	13%	11%
Hispanic-Other	53	8%	8%
Hispanic-Cuban	1	0%	0%
Hisp-Puerto Rican	1	0%	12%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	486	75%	63% ▲
Unknown	70	11%	5%
Other	47	7%	13%
Black/African American	38	6%	17% ▼
Am. Indian/Native Alaskan	5	1%	1%
Asian	3	0%	1%
Hawaiian/Other Pacific Islander	2	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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	1	-100% ▼
Discharges	-	2	-100% ▼
Service Hours	5	2	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		2	50%	85%	93%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	75%	90%	91%	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates		87%

Data Submitted to DMHAS by Month

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

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	351	352	0%
Admits	128	94	36% ▲
Discharges	80	134	-40% ▼
Service Hours	966	354	173% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	87%
Valid TEDS Data	94%	88%
On-Time Periodic		
6 Month Updates	1%	25%
Co-occurring		
MH Screen Complete	94%	94%
SA Screen Complete	95%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		44	55%	50%	50%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		276	77%	75%	69%	2%
Abstinence/Reduced Drug Use		182	51%	55%	37%	-4%
Employed		126	35%	50%	25%	-15% ▼
Stable Living Situation		257	72%	95%	67%	-23% ▼
Self Help		105	29%	60%	13%	-31% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		220	79%	90%	50%	-11% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		63	50%	75%	62%	-25% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 106 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	97	103	-6%
Admits	80	98	-18% ▼
Discharges	76	92	-17% ▼
Bed Days	1,842	1,812	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	86%
Valid TEDS Data	98%	96%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	92%	94%
SA Screen Complete	92%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		42	55%	80%	70%	-25% ▼
No Re-admit within 30 Days of Discharge		64	84%	85%	89%	-1%
Follow-up within 30 Days of Discharge		32	76%	90%	63%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		64	64%	60%	64%	4%
Abstinence/Reduced Drug Use		62	62%	70%	44%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	31 days	0.2	100%	90%	99%	10%

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 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	27		
Admits	27	-	
Discharges	-	-	
Service Hours	23	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic 6 Month Updates	N/A	61%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	74%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		12	44%	20%	27%	24% ▲
Stable Living Situation		27	100%	80%	82%	20% ▲
Self Help		18	67%	60%	55%	7% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	37%	90%	76%	-53% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 11 Active Standard Case Management Programs

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

Program Activity

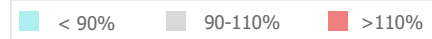
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	14	36% ▲
Admits	8	4	100% ▲
Discharges	8	5	60% ▲
Bed Days	1,076	910	18% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	62%	85%	82%	-23% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		12	116 days	0.6	97%	90%	65%	7%



* State Avg based on 12 Active Recovery House Programs

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	27	19% ▲
Admits	19	14	36% ▲
Discharges	15	14	7%
Bed Days	1,421	1,278	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	90%
Valid TEDS Data	97%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Co-occurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
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		8	53%	85%	63%	-32% ▼
No Re-admit within 30 Days of Discharge		14	93%	85%	86%	8%
Follow-up within 30 Days of Discharge		4	50%	90%	78%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		27	84%	70%	85%	14% ▲
Employed		21	66%	60%	42%	6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	80 days	0.4	110%	90%	79%	20% ▲

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 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	20	1	1900% ▲
Admits	6	1	500% ▲
Discharges	5	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	93%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	0%	10%
Co-occurring		
MH Screen Complete	83%	77%
SA Screen Complete	83%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	80%	50%	62%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		20	100%	75%	85%	25% ▲
Abstinence/Reduced Drug Use		14	70%	55%	69%	15% ▲
Employed		11	55%	50%	46%	5% ▲
Stable Living Situation		17	85%	95%	83%	-10% ▼
Self Help		7	35%	60%	40%	-25% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 6 Active Naltrexone Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	128	-9%
Admits	39	45	-13% ▼
Discharges	19	27	-30% ▼
Service Hours	463	133	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	92%
Valid TEDS Data	94%	94%
On-Time Periodic		
6 Month Updates	5%	23%
Co-occurring		
MH Screen Complete	95%	76%
SA Screen Complete	98%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	42%	50%	54%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		68	58%	55%	40%	3%
Not Arrested		89	76%	75%	58%	1%
Employed		42	36%	50%	19%	-14% ▼
Stable Living Situation		85	73%	95%	56%	-22% ▼
Self Help		21	18%	60%	13%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		91	93%	90%	39%	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 20 Active Buprenorphine Maintenance Programs

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

Senior Outreach

McCall Foundation Inc

Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	14	-29% ▼
Admits	1	2	-50% ▼
Discharges	-	3	-100% ▼
Service Hours	2	3	-25% ▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	80%	-50% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 22 Active Outreach & Engagement Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	31	42% ▲
Admits	19	19	0%
Discharges	24	21	14% ▲
Service Hours	68	45	53% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		31	70%	35%	31%	35% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	50%	90%	56%	-40% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		81%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		46%

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 10 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	4	350% ▲
Admits	6	4	50% ▲
Discharges	4	3	33% ▲
Service Hours	6	5	17% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	92%
Valid TEDS Data	88%	94%
On-Time Periodic		
6 Month Updates	0%	23%
Co-occurring		
MH Screen Complete	17%	76%
SA Screen Complete	17%	92%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	50%	50%	54%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		17	94%	75%	58%	19% ▲
✓ Abstinence/Reduced Drug Use		11	61%	55%	40%	6%
✓ Employed		9	50%	50%	19%	0%
● Stable Living Situation		14	78%	95%	56%	-17% ▼
● Self Help		0	0%	60%	13%	-60% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	14%	90%	39%	-76% ▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 20 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	13	18	-28% ▼
Admits	8	14	-43% ▼
Discharges	3	7	-57% ▼
Service Hours	60	10	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	61%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█	█	█	100%
Discharges		█		33%
Services	█		█	67%

█ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	74%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		7	54%	20%	27%	34% ▲
Stable Living Situation		12	92%	80%	82%	12% ▲
Self Help		5	38%	60%	55%	-22% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		10	100%	90%	76%	10%

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 11 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	23	-83% ▼
Admits	-	7	-100% ▼
Discharges	1	6	-83% ▼
Service Hours	3	12	-78% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	87%
Valid TEDS Data	75%	88%
On-Time Periodic		
6 Month Updates	0%	25%
Co-occurring		
MH Screen Complete	N/A	94%
SA Screen Complete	N/A	94%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	50%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		1	25%	50%	25%	-25% ▼
● Abstinence/Reduced Drug Use		1	25%	55%	37%	-30% ▼
● Not Arrested		1	25%	75%	69%	-50% ▼
● Self Help		0	0%	60%	13%	-60% ▼
● Stable Living Situation		1	25%	95%	67%	-70% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		3	100%	90%	50%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	62%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

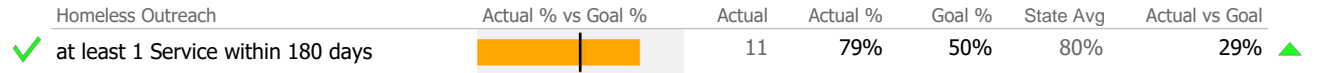
* State Avg based on 106 Active Standard Outpatient Programs

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

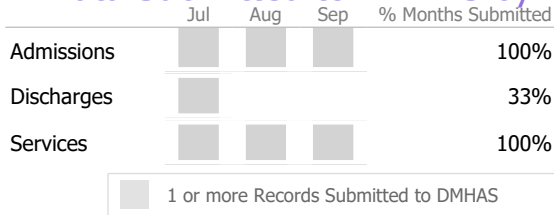
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	111	-5%
Admits	14	21	-33% ▼
Discharges	12	18	-33% ▼
Service Hours	68	17	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 22 Active Outreach & Engagement Programs