

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	759	752	1%
	Admits	649	626	4%
	Discharges	657	653	1%
	Service Hours	3,423	1,310	161% ▲
	Bed Days	8,159	7,805	5%

▲ > 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	421	40.2%
	Residential Services	214	20.4%
	Case Management	189	18.0%
	Medication Assisted Treatment	170	16.2%
	Employment Services	50	4.8%
Mental Health	Case Management	4	0.4%

Client Demographics

Age	#	%	State Avg
18-25	56	7%	9%
26-34	218	29%	21%
35-44	229	30%	23%
45-54	129	17%	19%
55-64	98	13%	19%
65+	28	4%	9%

Gender	#	%	State Avg
Male	436	57%	59%
Female	323	43%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	622	82%	68% ▲
Unknown	75	10%	11%
Hispanic-Other	59	8%	8%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%
Hisp-Puerto Rican	1	0%	11% ▼

Race	#	%	State Avg
White/Caucasian	583	77%	62% ▲
Unknown	63	8%	6%
Other	54	7%	13%
Black/African American	46	6%	17% ▼
Am. Indian/Native Alaskan	8	1%	0%
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 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	5	-20% ▼
Admits	-	2	-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%	94%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	75%	90%	95%	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
6 Month Updates		86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* 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	420	451	-7%
Admits	240	205	17% ▲
Discharges	257	260	-1%
Service Hours	2,266	870	161% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	87%
Valid TEDS Data	92%	87%
On-Time Periodic		
6 Month Updates	1%	18%
Co-occurring		
MH Screen Complete	96%	95%
SA Screen Complete	97%	95%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		170	66%	50%	50%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		380	87%	75%	74%	12% ▲
Abstinence/Reduced Drug Use		241	55%	55%	39%	0%
Employed		175	40%	50%	30%	-10%
Stable Living Situation		359	82%	95%	72%	-13% ▼
Self Help		158	36%	60%	14%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		175	97%	90%	55%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		141	61%	75%	63%	-14% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 107 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	167	170	-2%
Admits	156	169	-8%
Discharges	159	165	-4%
Bed Days	3,484	3,499	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	87%
Valid TEDS Data	97%	96%
On-Time Periodic		
6 Month Updates	N/A	0%
Co-occurring		
MH Screen Complete	96%	94%
SA Screen Complete	96%	94%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		104	65%	80%	69%	-15% ▼
No Re-admit within 30 Days of Discharge		137	86%	85%	89%	1%
Follow-up within 30 Days of Discharge		73	70%	90%	63%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Self Help		120	69%	60%	67%	9%
Abstinence/Reduced Drug Use		96	55%	70%	45%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	23 days	0.1	95%	90%	94%	5%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 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	47		
Admits	47	-	
Discharges	21	-	
Service Hours	169	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic 6 Month Updates	N/A	56%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	43%	50%	69%	-7%

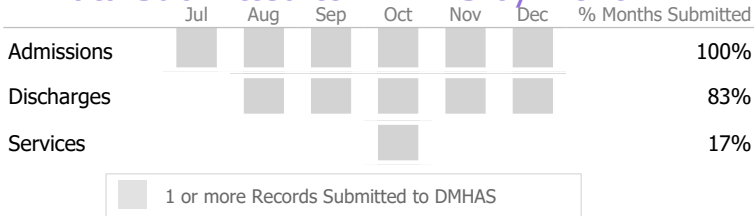
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		22	47%	20%	29%	27% ▲
Stable Living Situation		44	94%	80%	80%	14% ▲
Self Help		21	45%	60%	51%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		25	96%	90%	77%	6%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

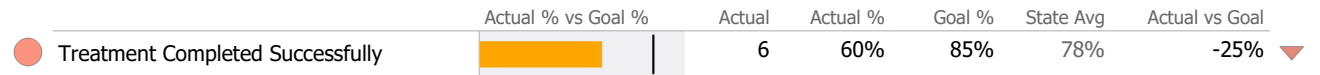
█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 13 Active Standard Case Management Programs

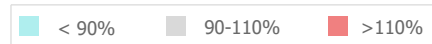
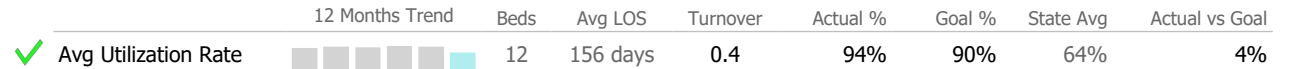
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	20	10%
Admits	12	10	20% ▲
Discharges	10	11	-9%
Bed Days	2,074	1,781	16% ▲

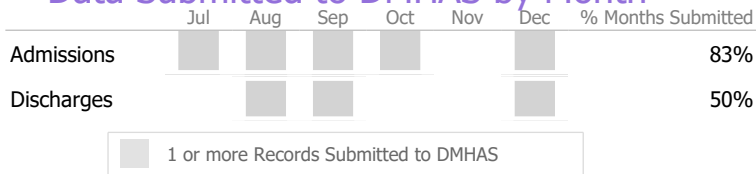
Discharge Outcomes



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	48	39	23% ▲
Admits	35	26	35% ▲
Discharges	40	26	54% ▲
Bed Days	2,601	2,525	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	88%
Valid TEDS Data	95%	93%
On-Time Periodic		
6 Month Updates	N/A	33%
Co-occurring		
MH Screen Complete	97%	97%
SA Screen Complete	97%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		18	45%	85%	64%	-40% ▼
No Re-admit within 30 Days of Discharge		34	85%	85%	82%	0%
Follow-up within 30 Days of Discharge		9	50%	90%	74%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		41	85%	70%	83%	15% ▲
Employed		30	62%	60%	38%	2%

Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	89 days	0.2	101%	90%	83%	11% ▲		

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 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	26	15	73% ▲
Admits	13	15	-13% ▼
Discharges	11	2	450% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	95%
Valid TEDS Data	100%	100%
On-Time Periodic		
6 Month Updates	0%	5%
Co-occurring		
MH Screen Complete	92%	87%
SA Screen Complete	92%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	73%	50%	50%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		26	100%	75%	89%	25% ▲
Employed		16	62%	50%	50%	12% ▲
Abstinence/Reduced Drug Use		17	65%	55%	66%	10%
Stable Living Situation		23	88%	95%	84%	-7%
Self Help		12	46%	60%	39%	-14% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							83%

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	123	153	-20% ▼
Admits	53	73	-27% ▼
Discharges	56	61	-8%
Service Hours	796	275	189% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	91%
Valid TEDS Data	88%	92%
On-Time Periodic		
6 Month Updates	6%	24%
Co-occurring		
MH Screen Complete	96%	75%
SA Screen Complete	98%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		28	50%	50%	48%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		102	81%	75%	62%	6%
✓ Abstinence/Reduced Drug Use		75	60%	55%	41%	5%
● Employed		48	38%	50%	20%	-12% ▼
● Stable Living Situation		96	76%	95%	59%	-19% ▼
● Self Help		31	25%	60%	14%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		69	97%	90%	37%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

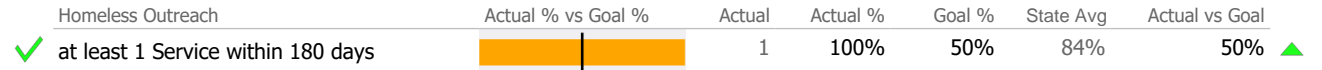
McCall Foundation Inc

Addiction - Case Management - Outreach & Engagement

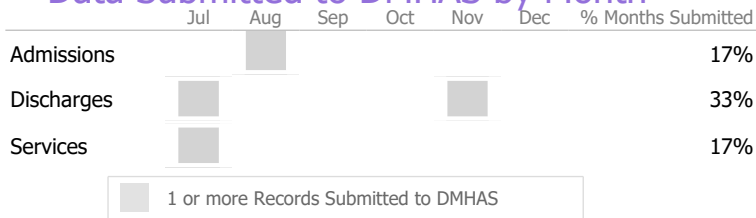
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	15	-33% ▼
Admits	1	3	-67% ▼
Discharges	4	14	-71% ▼
Service Hours	-	3	-100% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

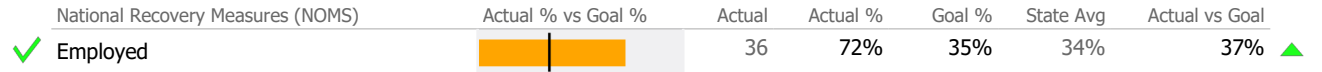
* State Avg based on 22 Active Outreach & Engagement Programs

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

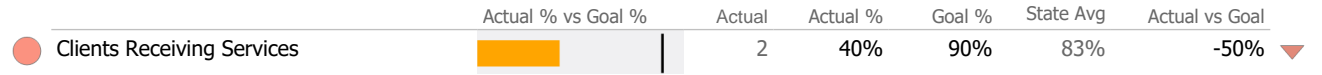
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	44	14% ▲
Admits	28	34	-18% ▼
Discharges	45	32	41% ▲
Service Hours	90	83	9%

Recovery



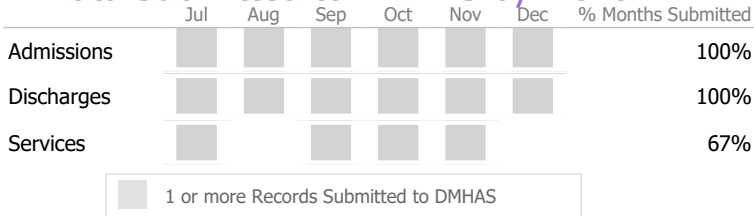
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 10 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	8	213% ▲
Admits	15	8	88% ▲
Discharges	5	5	0%
Service Hours	20	10	106% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	91%
Valid TEDS Data	86%	92%
On-Time Periodic		
6 Month Updates	0%	24%
Co-occurring		
MH Screen Complete	67%	75%
SA Screen Complete	67%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	48%	10% ▲

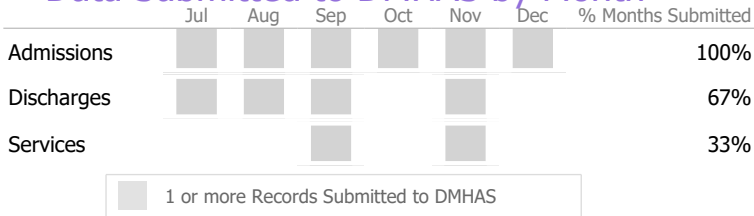
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		24	96%	75%	62%	21% ▲
✓ Employed		13	52%	50%	20%	2%
✓ Abstinence/Reduced Drug Use		14	56%	55%	41%	1%
● Stable Living Situation		20	80%	95%	59%	-15% ▼
● Self Help		3	12%	60%	14%	-48% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	35%	90%	37%	-55% ▼

Data Submitted to DMHAS by Month



▲ > 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	17	25	-32% ▼
Admits	13	22	-41% ▼
Discharges	11	17	-35% ▼
Service Hours	49	26	89% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	56%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	27%	50%	69%	-23% ▼

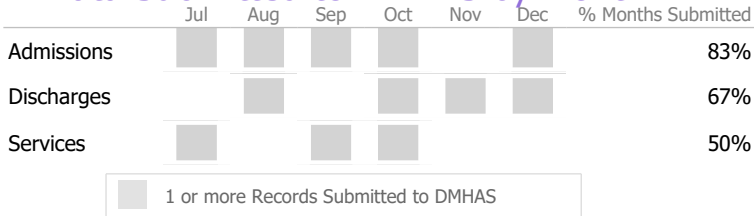
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		13	76%	20%	29%	56% ▲
Stable Living Situation		15	88%	80%	80%	8%
Self Help		8	47%	60%	51%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	83%	90%	77%	-7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 13 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	23	-83% ▼
Admits	-	7	-100% ▼
Discharges	2	15	-87% ▼
Service Hours	10	12	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	87%
Valid TEDS Data	75%	87%
On-Time Periodic		
6 Month Updates	0%	18%
Co-occurring		
MH Screen Complete	N/A	95%
SA Screen Complete	N/A	95%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	50%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		2	50%	50%	30%	0%
● Abstinence/Reduced Drug Use		2	50%	55%	39%	-5%
● Not Arrested		2	50%	75%	74%	-25% ▼
● Stable Living Situation		2	50%	95%	72%	-45% ▼
● Self Help		0	0%	60%	14%	-60% ▼

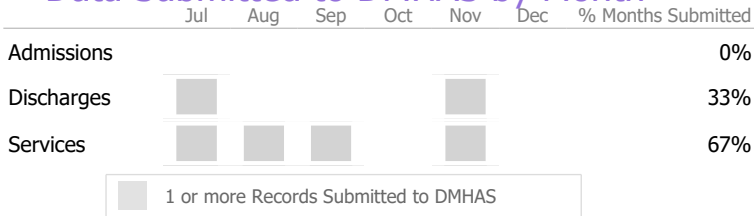
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	55%	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%	63%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

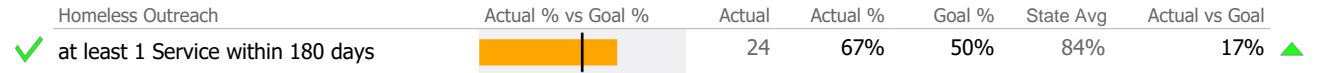
* State Avg based on 107 Active Standard Outpatient Programs

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

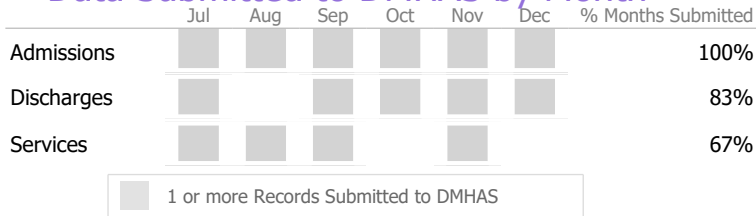
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	144	-19% ▼
Admits	36	52	-31% ▼
Discharges	36	43	-16% ▼
Service Hours	19	31	-40% ▼

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