

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,054	1,015	4%
	Admits	1,024	1,065	-4%
	Discharges	1,006	1,024	-2%
	Service Hours	7,419	7,336	1%
	Bed Days	12,458	12,215	2%

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

### Consumer Satisfaction Survey

(Based on 131 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Overall		99%	80%	91%
✓ General Satisfaction		98%	80%	92%
✓ Access		98%	80%	88%
✓ Outcome		95%	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	710	51.8%
	Residential Services	305	22.3%
	Case Management	167	12.2%
	Medication Assisted Treatment	111	8.1%
	Employment Services	72	5.3%
<b>Mental Health</b>	Case Management	5	0.4%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	117	11%	11%	Male	648	62%	60%
26-34	320	30%	23%	Female	404	38%	40%
35-44	267	25%	22%	Transgender			0%
45-54	182	17%	20%				
55-64	145	14%	18%				
65+	23	2%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	939	89%	▲ 70%	White/Caucasian	872	83%	▲ 62%
Unknown	62	6%	10%	Black/African American	67	6%	▼ 17%
Hisp-Puerto Rican	33	3%	12%	Other	59	6%	13%
Hispanic-Other	20	2%	8%	Unknown	42	4%	5%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan	7	1%	1%
Hispanic-Mexican			1%	Asian	5	0%	1%
				Hawaiian/Other Pacific Islander	2	0%	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	5	5	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		4	80%	85%	90%	-5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	96%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		83%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services										0%

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

1 or more Records Submitted to DMHAS

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	697	780	-11% ▼
Admits	489	587	-17% ▼
Discharges	493	593	-17% ▼
Service Hours	5,203	5,503	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	91%
Valid TEDS Data	95%	90%
On-Time Periodic		
6 Month Updates	96%	20%
Co-occurring		
MH Screen Complete	100%	88%
SA Screen Complete	100%	98%
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		182	37%	50%	52%	-13% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		525	71%	55%	51%	16% ▲
Not Arrested		661	90%	75%	82%	15% ▲
Employed		345	47%	50%	43%	-3%
Stable Living Situation		661	90%	95%	82%	-5%
Improved/Maintained Axis V GAF Score		430	70%	75%	58%	-5%
Self Help		283	38%	60%	26%	-22% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		224	91%	90%	66%	1%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		217	46%	75%	70%	-29% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 115 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	242	242	0%
Admits	234	235	0%
Discharges	234	236	-1%
Bed Days	5,418	5,239	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	85%
Valid TEDS Data	100%	98%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	N/A
<b>Co-occurring</b>		
MH Screen Complete	96%	99%
SA Screen Complete	96%	99%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		198	85%	80%	79%	5%
✓ No Re-admit within 30 Days of Discharge		203	87%	85%	92%	2%
● Follow-up within 30 Days of Discharge		141	71%	90%	67%	-19%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		228	90%	70%	57%	20%
✓ Improved/Maintained Axis V GAF Score		230	98%	75%	94%	23%
● Self Help		129	51%	60%	58%	-9%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	25 days	0.1	99%	90%	98%	9%

Legend: ■ < 90%   ■ 90-110%   ■ >110%

### Data Submitted to DMHAS by Month

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

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

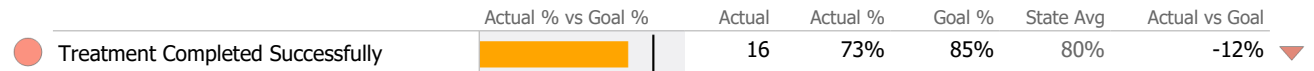
■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 9 Active SA Intensive Res. Rehabilitation 3.7 Programs

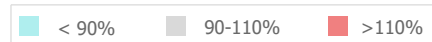
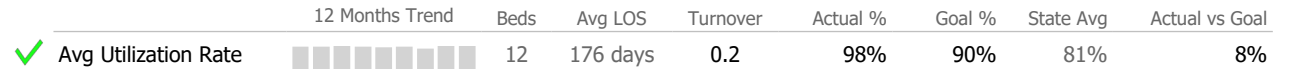
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	36	-11% ▼
Admits	20	25	-20% ▼
Discharges	22	24	-8%
Bed Days	3,229	3,189	1%

### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month



■ 1 or more Records Submitted to DMHAS



\* State Avg based on 13 Active Recovery House Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	56	-5%
Admits	39	42	-7%
Discharges	39	42	-7%
Bed Days	3,811	3,787	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	75%
Valid TEDS Data	100%	94%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	N/A
<b>Co-occurring</b>		
MH Screen Complete	100%	70%
SA Screen Complete	100%	70%
<b>Diagnosis</b>		
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		30	77%	85%	68%	-8%
No Re-admit within 30 Days of Discharge		33	85%	85%	85%	0%
Follow-up within 30 Days of Discharge		18	60%	90%	71%	-30%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		47	89%	70%	88%	19%
Employed		34	64%	60%	48%	4%
Improved/Maintained Axis V GAF Score		39	100%	75%	91%	25%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	108 days	0.2	99%	90%	91%	9%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 9 Active Transitional/Halfway House 3.1 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	86%
Valid TEDS Data	N/A	99%
<b>On-Time Periodic</b>		
	Actual	State Avg
6 Month Updates	N/A	3%
<b>Co-occurring</b>		
	Actual	State Avg
MH Screen Complete	N/A	93%
SA Screen Complete	N/A	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	59%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	39%	-55% ▼
Employed		N/A	N/A	50%	30%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	51%	-75% ▼
Not Arrested		N/A	N/A	75%	86%	-75% ▼
Self Help		N/A	N/A	60%	23%	-60% ▼
Stable Living Situation		N/A	N/A	95%	84%	-95% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

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	111	98	13% ▲
Admits	61	76	-20% ▼
Discharges	56	46	22% ▲
Service Hours	1,397	1,147	22% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	93%
Valid TEDS Data	99%	96%
<b>On-Time Periodic</b>		
6 Month Updates	97%	33%
<b>Co-occurring</b>		
MH Screen Complete	100%	83%
SA Screen Complete	100%	94%
<b>Diagnosis</b>		
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		13	23%	50%	40%	-27% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		98	87%	55%	53%	32% ▲
Not Arrested		102	90%	75%	74%	15% ▲
Employed		52	46%	50%	32%	-4%
Stable Living Situation		101	89%	95%	76%	-6%
Self Help		59	52%	60%	26%	-8%
Improved/Maintained Axis V GAF Score		71	80%	75%	51%	5%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		56	98%	90%	52%	8%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 24 Active Buprenorphine Maintenance Programs



# Senior Outreach

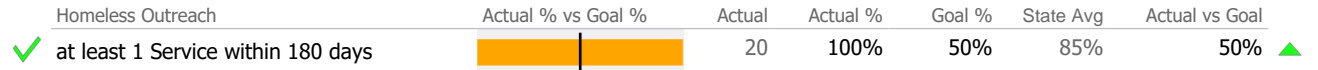
McCall Foundation Inc

Addiction - Case Management - Outreach & Engagement

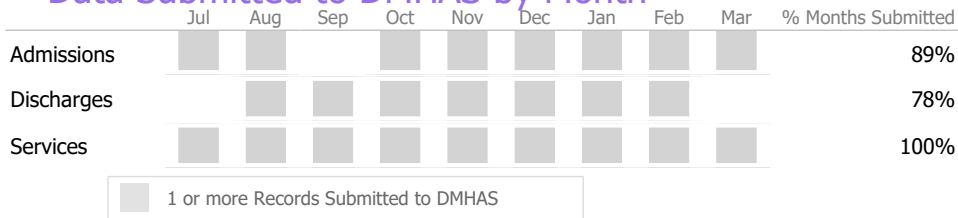
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	17	71% ▲
Admits	20	11	82% ▲
Discharges	17	8	113% ▲
Service Hours	156	109	43% ▲

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

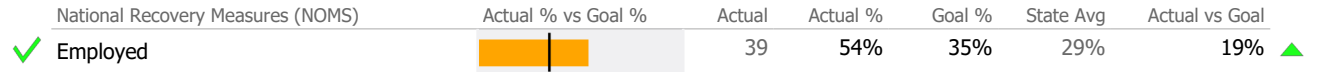
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 21 Active Outreach & Engagement Programs

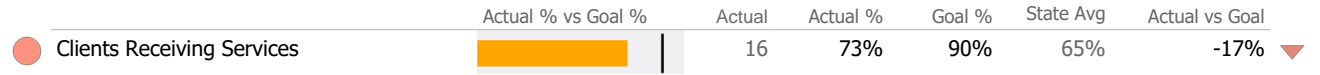
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	72	17	324% ▲
Admits	44	17	159% ▲
Discharges	50	-	
Service Hours	231	21	

### Recovery



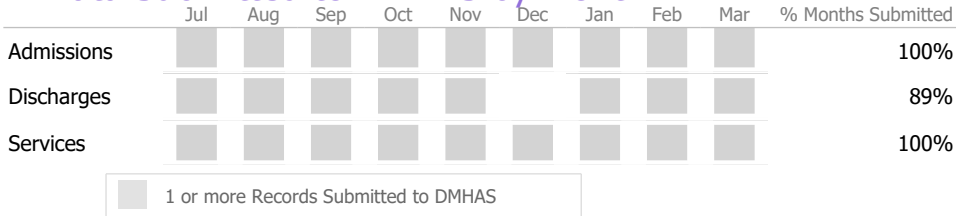
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 15 Active Employment Services Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data		N/A

Co-occurring	Actual	State Avg
MH Screen Complete		N/A
SA Screen Complete		N/A

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 9 Active Peer Based Mentoring Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data		N/A

Co-occurring	Actual	State Avg
MH Screen Complete		N/A
SA Screen Complete		N/A

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over    < 10% Under

Actual    Goal    Goal Met    Below Goal

\* State Avg based on 9 Active Peer Based Mentoring Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93%
Valid TEDS Data		96%
<b>On-Time Periodic</b>		
6 Month Updates		33%
<b>Co-occurring</b>		
MH Screen Complete		83%
SA Screen Complete		94%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	40%	N/A

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	53%	-55% ▼
Employed		N/A	N/A	50%	32%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	51%	-75% ▼
Not Arrested		N/A	N/A	75%	74%	-75% ▼
Self Help		N/A	N/A	60%	26%	-60% ▼
Stable Living Situation		N/A	N/A	95%	76%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	52%	N/A ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 24 Active Buprenorphine Maintenance Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	52	-48% ▼
Admits	8	27	-70% ▼
Discharges	8	37	-78% ▼
Service Hours	79	217	-64% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	94%	44%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	12%	50%	80%	-38% ▼

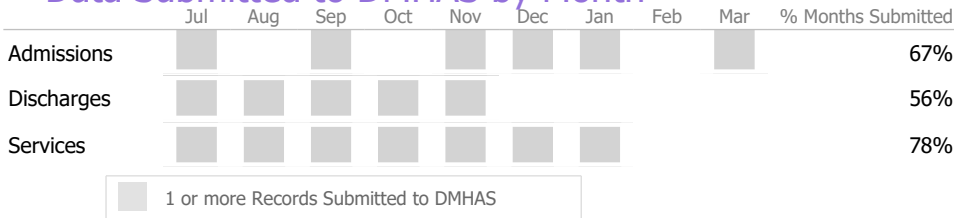
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		14	50%	20%	33%	30% ▲
✓ Stable Living Situation		26	93%	80%	85%	13% ▲
✓ Self Help		19	68%	60%	73%	8%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		12	60%	90%	77%	-30% ▼

### 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	45	46	-2%
Admits	29	37	-22% ▼
Discharges	30	38	-21% ▼
Service Hours	354	339	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	91%
Valid TEDS Data	95%	90%
On-Time Periodic		
6 Month Updates	100%	20%
Co-occurring		
MH Screen Complete	100%	88%
SA Screen Complete	100%	98%
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		9	30%	50%	52%	-20% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		35	76%	55%	51%	21% ▲
Not Arrested		38	83%	75%	82%	8%
Stable Living Situation		42	91%	95%	82%	-4%
Employed		17	37%	50%	43%	-13% ▼
Improved/Maintained Axis V GAF Score		25	69%	75%	58%	-6%
Self Help		12	26%	60%	26%	-34% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	100%	90%	66%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	46%	75%	70%	-29% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 115 Active Standard Outpatient Programs

# Women's REACH Program

McCall Foundation Inc

Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

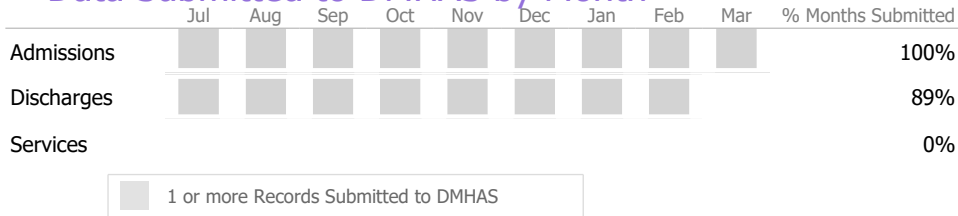
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	8	1300% ▲
Admits	80	8	900% ▲
Discharges	57	-	
Service Hours	-	-	

## Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		32	42%	50%	85%	-8%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 21 Active Outreach & Engagement Programs