

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,182	1,222	-3%
	Admits	1,262	1,429	-12% ▼
	Discharges	1,238	1,330	-7%
	Service Hours	7,645	10,000	-24% ▼
	Bed Days	15,985	16,361	-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	#	%
Addiction	Outpatient	805	51.3%
	Residential Services	359	22.9%
	Case Management	194	12.4%
	Medication Assisted Treatment	117	7.5%
	Employment Services	89	5.7%
Mental Health	Case Management	4	0.3%

Client Demographics

Age	#	%	State Avg
18-25	134	11%	11%
26-34	360	30%	23%
35-44	306	26%	22%
45-54	200	17%	20%
55-64	157	13%	18%
65+	25	2%	6%

Gender	#	%	State Avg
Male	719	61%	60%
Female	461	39%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,047	89%	▲ 69%
Unknown	73	6%	11%
Hisp-Puerto Rican	37	3%	11%
Hispanic-Other	25	2%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	971	82%	▲ 62%
Black/African American	73	6%	▼ 17%
Other	68	6%	13%
Unknown	53	4%	6%
Am. Indian/Native Alaskan	8	1%	1%
Asian	6	1%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Multiple Races	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	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	100%	85%	91%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	97%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	791	916	-14% ▼
Admits	597	762	-22% ▼
Discharges	579	764	-24% ▼
Service Hours	5,257	7,412	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	90%
Valid TEDS Data	95%	89%
On-Time Periodic		
6 Month Updates	92%	20%
Co-occurring		
MH Screen Complete	100%	88%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		220	38%	50%	48%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		607	72%	55%	53%	17% ▲
Not Arrested		762	90%	75%	82%	15% ▲
Employed		385	46%	50%	40%	-4%
Stable Living Situation		750	89%	95%	81%	-6%
Improved/Maintained Axis V GAF Score		504	71%	75%	56%	-4%
Self Help		307	36%	60%	27%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		189	71%	90%	62%	-19% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		220	39%	75%	66%	-36% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 117 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	291	309	-6%
Admits	288	313	-8%
Discharges	293	313	-6%
Bed Days	6,813	7,027	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	85%
Valid TEDS Data	100%	95%
On-Time Periodic		
6 Month Updates	N/A	N/A
Co-occurring		
MH Screen Complete	97%	98%
SA Screen Complete	97%	98%
Diagnosis		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		245	84%	80%	76%	4%
✓ No Re-admit within 30 Days of Discharge		256	87%	85%	90%	2%
● Follow-up within 30 Days of Discharge		173	71%	90%	65%	-19%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		280	91%	70%	49%	21%
✓ Improved/Maintained Axis V GAF Score		286	98%	75%	91%	23%
● Self Help		158	51%	60%	54%	-9%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	26 days	0.1	93%	90%	102%	3%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

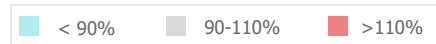
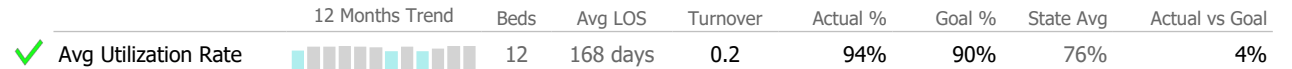
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	38	3%
Admits	27	27	0%
Discharges	29	26	12% ▲
Bed Days	4,133	4,281	-3%

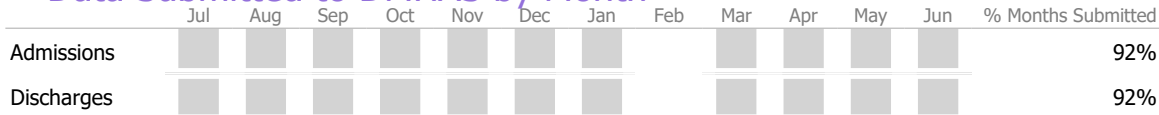
Discharge Outcomes



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	66	71	-7%
Admits	52	57	-9%
Discharges	52	57	-9%
Bed Days	5,039	5,053	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	77%
Valid TEDS Data	100%	95%
On-Time Periodic		
6 Month Updates	N/A	N/A
Co-occurring		
MH Screen Complete	100%	77%
SA Screen Complete	100%	77%
Diagnosis		
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		42	81%	85%	69%	-4%
No Re-admit within 30 Days of Discharge		45	87%	85%	84%	2%
Follow-up within 30 Days of Discharge		23	55%	90%	70%	-35%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		62	94%	70%	88%	24%
Employed		43	65%	60%	48%	5%
Improved/Maintained Axis V GAF Score		52	100%	75%	88%	25%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	102 days	0.1	98%	90%	90%	8%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 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	98%
On-Time Periodic		
6 Month Updates	N/A	0%
Co-occurring		
MH Screen Complete	N/A	91%
SA Screen Complete	N/A	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	57%	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%	38%	-55% ▼
Employed		N/A	N/A	50%	28%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	54%	-75% ▼
Not Arrested		N/A	N/A	75%	85%	-75% ▼
Self Help		N/A	N/A	60%	22%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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	117	115	2%
Admits	68	93	-27% ▼
Discharges	67	63	6%
Service Hours	1,410	1,626	-13% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	91%
Valid TEDS Data	99%	95%
On-Time Periodic		
6 Month Updates	91%	35%
Co-occurring		
MH Screen Complete	100%	81%
SA Screen Complete	100%	91%
Diagnosis		
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		17	25%	50%	48%	-25% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		103	86%	55%	55%	31% ▲
Not Arrested		109	91%	75%	77%	16% ▲
Improved/Maintained Axis V GAF Score		88	80%	75%	56%	5%
Employed		57	48%	50%	33%	-2%
Stable Living Situation		106	88%	95%	78%	-7%
Self Help		56	47%	60%	26%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		49	92%	90%	47%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
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

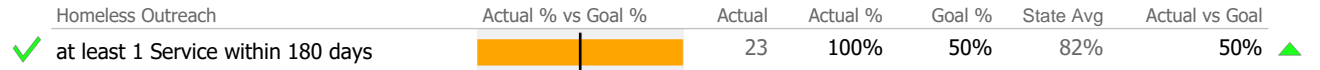
McCall Foundation Inc

Addiction - Case Management - Outreach & Engagement

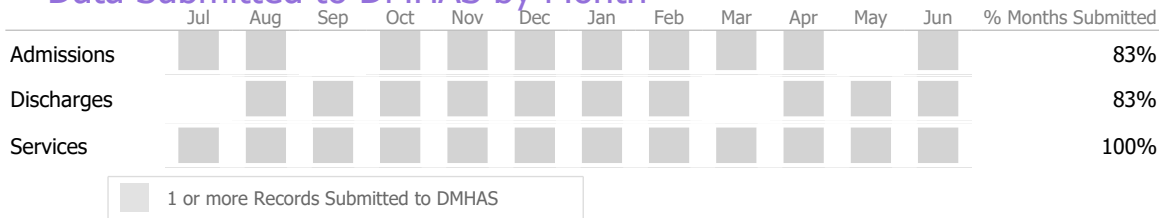
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	21	52% ▲
Admits	23	17	35% ▲
Discharges	21	13	62% ▲
Service Hours	189	166	14% ▲

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

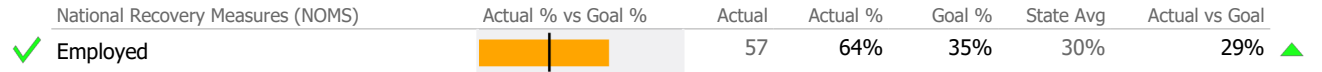
Actual | Goal Goal Met Below Goal

* State Avg based on 21 Active Outreach & Engagement Programs

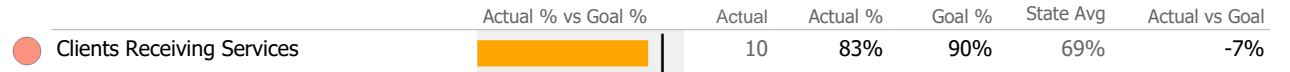
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	89	29	207% ▲
Admits	60	29	107% ▲
Discharges	77	-	
Service Hours	336	64	

Recovery



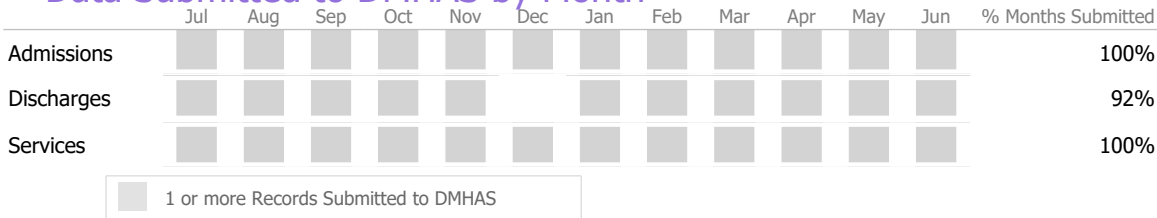
Service Utilization



Data Submission Quality



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 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		44%
SA Screen Complete		59%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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	Apr	May	Jun	% 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		N/A 91%
Valid TEDS Data		N/A 95%
On-Time Periodic		
6 Month Updates		N/A 35%
Co-occurring		
MH Screen Complete		N/A 81%
SA Screen Complete		N/A 91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	48%	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%	55%	-55% ▼
Employed		N/A	N/A	50%	33%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	56%	-75% ▼
Not Arrested		N/A	N/A	75%	77%	-75% ▼
Self Help		N/A	N/A	60%	26%	-60% ▼
Stable Living Situation		N/A	N/A	95%	78%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	47%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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	29	60	-52% ▼
Admits	10	35	-71% ▼
Discharges	26	40	-35% ▼
Service Hours	81	264	-69% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	49%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		11	42%	50%	78%	-8%

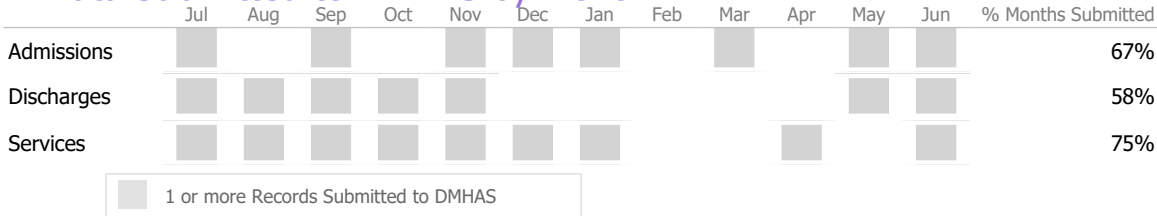
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		15	50%	20%	35%	30% ▲
✓ Self Help		22	73%	60%	74%	13% ▲
✓ Stable Living Situation		26	87%	80%	86%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	50%	90%	80%	-40% ▼

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	46	61	-25% ▼
Admits	30	54	-44% ▼
Discharges	31	50	-38% ▼
Service Hours	355	468	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	90%
Valid TEDS Data	95%	89%
On-Time Periodic		
6 Month Updates	91%	20%
Co-occurring		
MH Screen Complete	100%	88%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	98%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	29%	50%	48%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		37	79%	55%	53%	24% ▲
Not Arrested		38	81%	75%	82%	6%
Stable Living Situation		43	91%	95%	81%	-4%
Improved/Maintained Axis V GAF Score		30	71%	75%	56%	-4%
Employed		18	38%	50%	40%	-12% ▼
Self Help		13	28%	60%	27%	-32% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	94%	90%	62%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		13	45%	75%	66%	-30% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	75%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 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 - June 2020 (Data as of Oct 19, 2020)

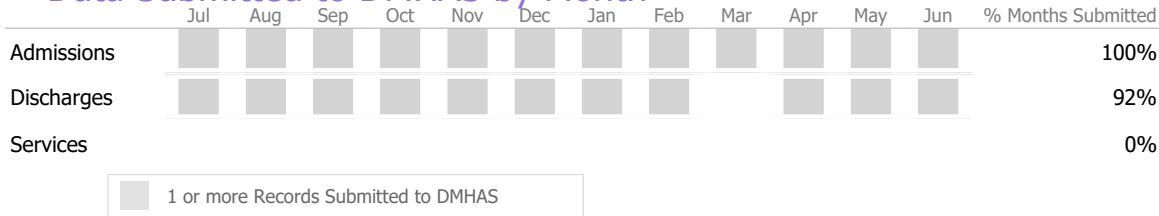
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	135	42	221% ▲
Admits	107	42	155% ▲
Discharges	63	4	1475% ▲
Service Hours	17	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		50	49%	50%	82%	-1%

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