

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,086	1,194	-9%
	Admits	1,260	1,299	-3%
	Discharges	1,285	1,254	2%
	Service Hours	7,039	7,645	-8%
	Bed Days	15,711	15,888	-1%

▲ > 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	#	%
Addiction	Outpatient	682	43.0%
	Residential Services	368	23.2%
	Case Management	234	14.8%
	Medication Assisted Treatment	223	14.1%
	Employment Services	73	4.6%
Mental Health	Case Management	5	0.3%

Client Demographics

Age	#	%	State Avg
18-25	93	9%	10%
26-34	324	30%	22%
35-44	311	29%	23%
45-54	178	17%	19%
55-64	133	12%	18%
65+	36	3%	7%

Gender	#	%	State Avg
Male	621	57%	59%
Female	464	43%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	850	78%	68%
Unknown	162	15%	12%
Hispanic-Other	70	6%	8%
Hisp-Puerto Rican	4	0%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	794	73%	61%
Unknown	150	14%	6%
Other	73	7%	13%
Black/African American	56	5%	17%
Asian	6	1%	1%
Am. Indian/Native Alaskan	5	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 - June 2021 (Data as of Sep 20, 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%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		93%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 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	676	799	-15% ▼
Admits	459	605	-24% ▼
Discharges	498	593	-16% ▼
Service Hours	4,712	5,257	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	86%
Valid TEDS Data	89%	86%
On-Time Periodic		
6 Month Updates	6%	26%
Co-occurring		
MH Screen Complete	91%	92%
SA Screen Complete	98%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		237	48%	50%	51%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		498	69%	55%	49%	14% ▲
Not Arrested		612	85%	75%	79%	10%
Employed		266	37%	50%	32%	-13% ▼
Stable Living Situation		574	80%	95%	78%	-15% ▼
Self Help		227	31%	60%	18%	-29% ▼

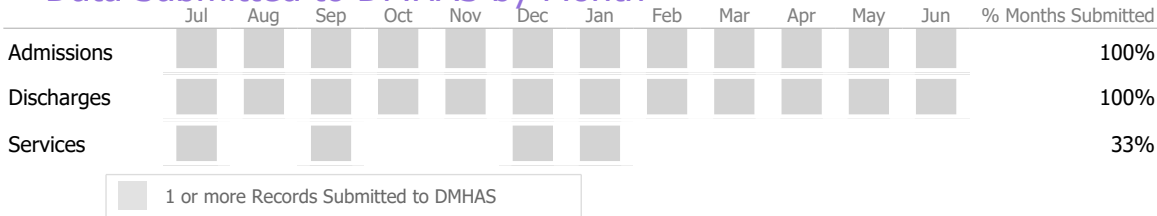
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		207	90%	90%	72%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		289	66%	75%	61%	-9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 111 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	307	293	5%
Admits	328	290	13% ▲
Discharges	323	294	10%
Bed Days	7,190	6,716	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	83%
Valid TEDS Data	94%	97%
On-Time Periodic		
6 Month Updates	0%	0%
Co-occurring		
MH Screen Complete	89%	93%
SA Screen Complete	92%	93%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		198	61%	80%	68%	-19% ▼
No Re-admit within 30 Days of Discharge		293	91%	85%	90%	6%
Follow-up within 30 Days of Discharge		131	66%	90%	66%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		217	63%	70%	41%	-7%
Self Help		161	47%	60%	50%	-13% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	31 days	0.1	98%	90%	88%	8%

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

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 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	66%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	52%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	29%	-20% ▼
Self Help		N/A	N/A	60%	61%	-60% ▼
Stable Living Situation		N/A	N/A	80%	82%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	85%	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 8 Active Standard Case Management Programs

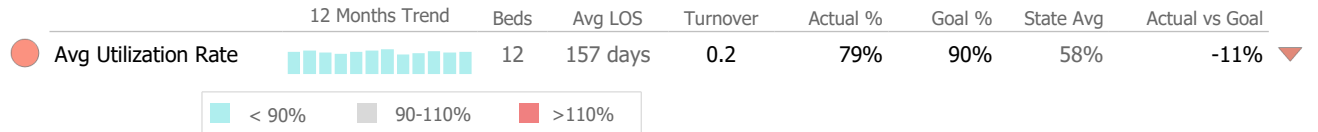
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	33	39	-15% ▼
Admits	23	27	-15% ▼
Discharges	22	29	-24% ▼
Bed Days	3,477	4,133	-16% ▼

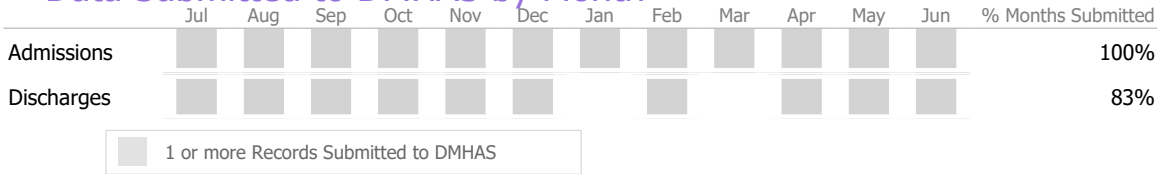
Discharge Outcomes



Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 12 Active Recovery House Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	66	8%
Admits	58	52	12% ▲
Discharges	59	52	13% ▲
Bed Days	5,044	5,039	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	88%
Valid TEDS Data	99%	97%
On-Time Periodic		
6 Month Updates	N/A	100%
Co-occurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		17	29%	85%	61%	-56% ▼
No Re-admit within 30 Days of Discharge		50	85%	85%	81%	0%
Follow-up within 30 Days of Discharge		9	53%	90%	70%	-37% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		60	83%	70%	89%	13% ▲
Employed		40	56%	60%	40%	-4%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	98 days	0.1	99%	90%	77%	9%

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 8 Active Transitional/Halfway House 3.1 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34		
Admits	35	-	
Discharges	21	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	79%
Valid TEDS Data	99%	96%
On-Time Periodic		
6 Month Updates	13%	17%
Co-occurring		
MH Screen Complete	97%	95%
SA Screen Complete	97%	97%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	48%	50%	70%	-2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		34	97%	75%	68%	22% ▲
Abstinence/Reduced Drug Use		26	74%	55%	46%	19% ▲
Employed		17	49%	50%	35%	-1%
Self Help		17	49%	60%	36%	-11% ▼
Stable Living Situation		27	77%	95%	82%	-18% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■			■	■	■	■	■	■	■	■	■	83%
Discharges				■	■	■	■	■	■	■	■	■	67%

■ 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	200	146	37% ▲
Admits	130	87	49% ▲
Discharges	135	68	99% ▲
Service Hours	1,368	1,410	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	88%
Valid TEDS Data	91%	95%
On-Time Periodic		
6 Month Updates	2%	23%
Co-occurring		
MH Screen Complete	87%	80%
SA Screen Complete	95%	89%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		56	41%	50%	48%	-9%

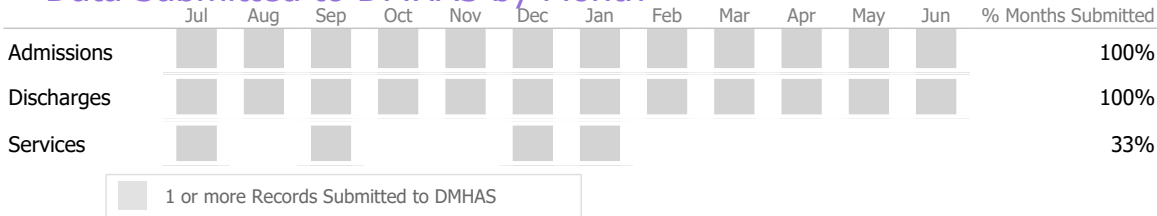
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		162	77%	55%	50%	22% ▲
Not Arrested		178	84%	75%	70%	9%
Employed		80	38%	50%	24%	-12% ▼
Stable Living Situation		160	76%	95%	67%	-19% ▼
Self Help		64	30%	60%	19%	-30% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		74	96%	90%	38%	6%

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

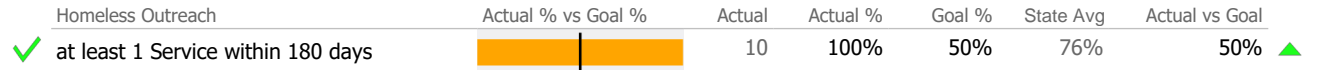
McCall Foundation Inc

Addiction - Case Management - Outreach & Engagement

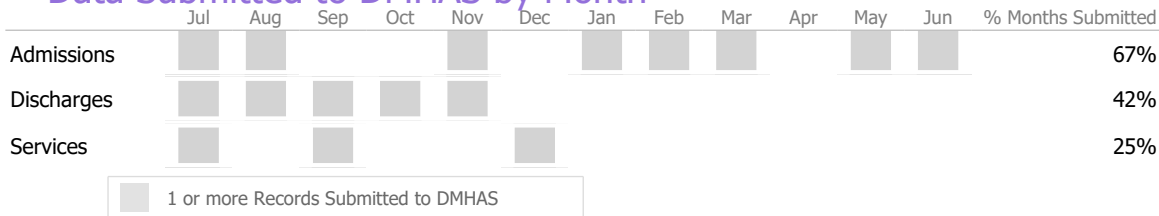
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	32	-34% ▼
Admits	11	23	-52% ▼
Discharges	14	21	-33% ▼
Service Hours	11	189	-94% ▼

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	90	-19% ▼
Admits	62	61	2%
Discharges	50	77	-35% ▼
Service Hours	149	336	-56% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		41	55%	35%	31%	20% ▲

Service Utilization

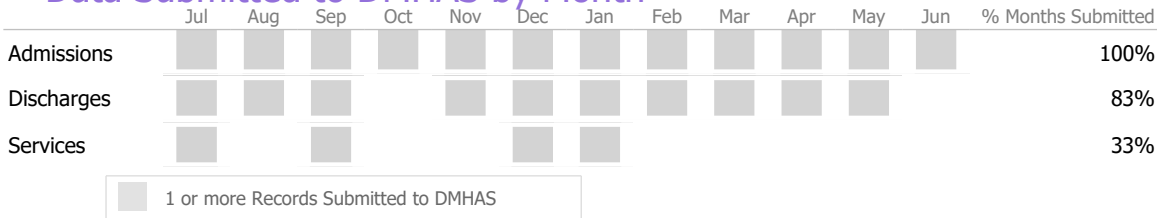
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	92%	90%	88%	2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		81%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		54%

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

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%	95%
On-Time Periodic		
6 Month Updates	0%	23%
Co-occurring		
MH Screen Complete	25%	80%
SA Screen Complete	25%	89%
Diagnosis		
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%	48%	-17% ▼

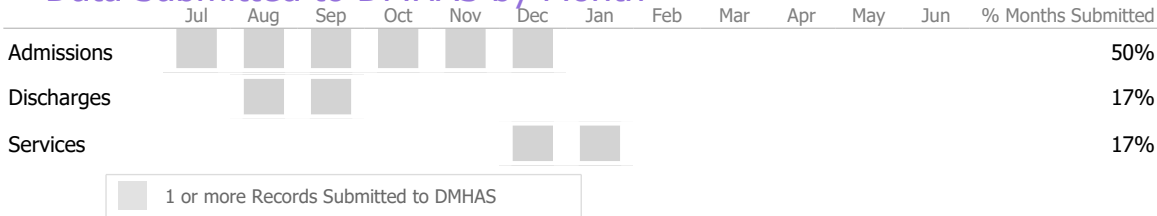
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		5	62%	75%	70%	-13% ▼
Stable Living Situation		6	75%	95%	67%	-20% ▼
Abstinence/Reduced Drug Use		2	25%	55%	50%	-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%	38%	-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	38	29	31% ▲
Admits	36	10	260% ▲
Discharges	35	26	35% ▲
Service Hours	74	81	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	66%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	43%	50%	52%	-7%

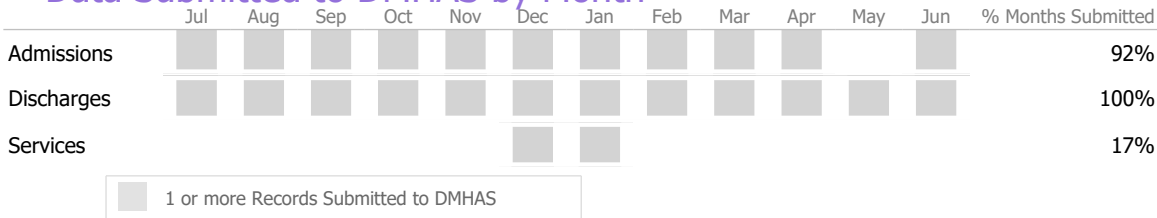
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		15	38%	20%	29%	18% ▲
● Stable Living Situation		30	75%	80%	82%	-5%
● Self Help		7	18%	60%	61%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		5	100%	90%	85%	10%

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	19	31	-39% ▼
Service Hours	55	355	-85% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	55%	86%
Valid TEDS Data	62%	86%
On-Time Periodic		
6 Month Updates	0%	26%
Co-occurring		
MH Screen Complete	100%	92%
SA Screen Complete	100%	96%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	37%	50%	51%	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		15	65%	55%	49%	10%
Employed		9	39%	50%	32%	-11% ▼
Stable Living Situation		18	78%	95%	78%	-17% ▼
Not Arrested		11	48%	75%	79%	-27% ▼
Self Help		1	4%	60%	18%	-56% ▼

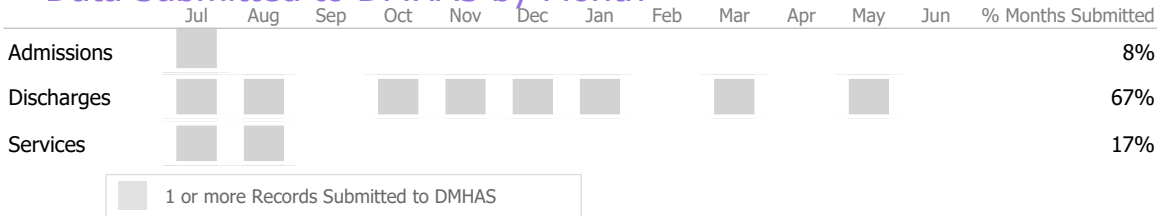
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	100%	90%	72%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		2	29%	75%	61%	-46% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

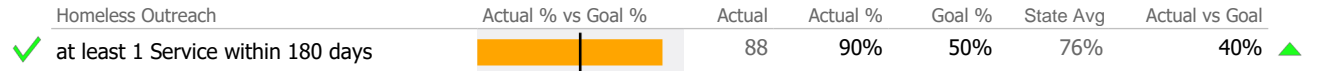
* State Avg based on 111 Active Standard Outpatient Programs

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

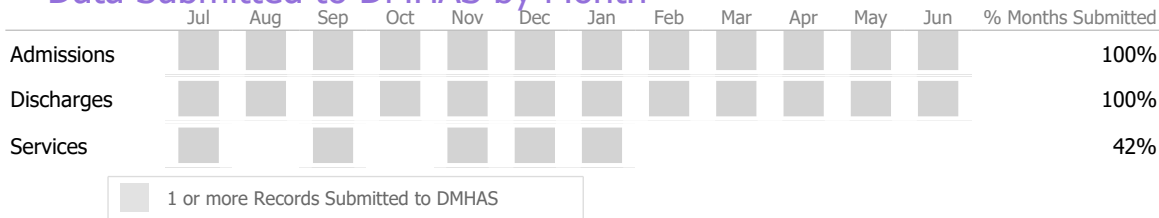
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	184	141	30% ▲
Admits	101	114	-11% ▼
Discharges	104	63	65% ▲
Service Hours	631	17	

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