

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	790	839	-6%
	Admits	659	631	4%
	Discharges	616	612	1%
	Service Hours	4,708	4,716	0%
	Bed Days	8,121	8,327	-2%

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

### Consumer Satisfaction Survey

(Based on 105 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		98%	80%	92%
✓ Overall		95%	80%	91%
✓ General Satisfaction		93%	80%	92%
✓ Access		93%	80%	88%
✓ Respect		92%	80%	91%
✓ Outcome		82%	80%	83%
● Recovery		77%	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	619	63.2%
	Residential Services	217	22.1%
	Case Management	73	7.4%
	Medication Assisted Treatment	66	6.7%
<b>Mental Health</b>	Case Management	5	0.5%

### Client Demographics

Age	#	%	State Avg
18-25	75	9%	11%
26-34	260	33%	23%
35-44	200	25%	21%
45-54	135	17%	21%
55-64	104	13%	18%
65+	16	2%	6%

Gender	#	%	State Avg
Male	494	63%	59%
Female	296	37%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	745	94%	▲ 71%
Hisp-Puerto Rican	24	3%	13%
Hispanic-Other	11	1%	7%
Unknown	8	1%	9%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	688	87%	▲ 63%
Black/African American	52	7%	16%
Other	39	5%	13%
Am. Indian/Native Alaskan	4	1%	1%
Asian	4	1%	1%
Unknown	3	0%	5%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	3	67% ▲
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%	93%	-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		85%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 52 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	605	621	-3%
Admits	378	375	1%
Discharges	373	354	5%
Service Hours	3,700	3,908	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
Valid TEDS Data	95%	88%
On-Time Periodic		
6 Month Updates	85%	21%
Cooccurring		
MH Screen Complete	100%	96%
SA Screen Complete	100%	99%
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		112	30%	50%	55%	-20% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		546	87%	75%	84%	12% ▲
Abstinence/Reduced Drug Use		414	66%	55%	48%	11% ▲
Stable Living Situation		567	90%	95%	80%	-5%
Employed		276	44%	50%	41%	-6%
Improved/Maintained Axis V GAF Score		358	72%	75%	50%	-3%
Self Help		229	36%	60%	30%	-24% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		254	97%	90%	56%	7%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		159	44%	75%	63%	-31% ▼

### 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 113 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	161	192	-16% ▼
Admits	147	174	-16% ▼
Discharges	147	174	-16% ▼
Bed Days	3,469	3,616	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
Valid TEDS Data	99%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A

Cooccurring	Actual	State Avg
MH Screen Complete	99%	97%
SA Screen Complete	99%	97%

Diagnosis	Actual	State Avg
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		124	84%	80%	80%	4%
✓ No Re-admit within 30 Days of Discharge		135	92%	85%	92%	7%
● Follow-up within 30 Days of Discharge		79	64%	90%	61%	-26% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		138	83%	70%	66%	13% ▲
✓ Improved/Maintained Axis V GAF Score		144	98%	75%	88%	23% ▲
● Self Help		81	49%	60%	74%	-11% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	24 days	0.1	94%	90%	102%	4%

■ < 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

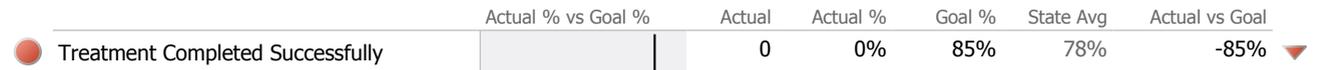
■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 10 Active SA Intensive Res. Rehabilitation 3.7 Programs

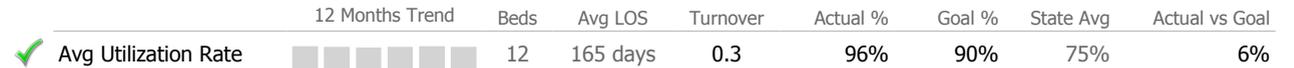
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	14	14	0%
Discharges	14	13	8%
Bed Days	2,125	2,146	-1%

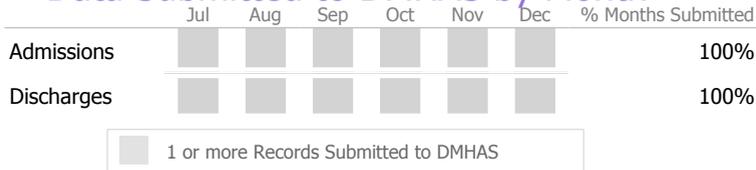
### Discharge Outcomes



### Bed Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 16 Active Recovery House Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	37	14% ▲
Admits	28	23	22% ▲
Discharges	28	23	22% ▲
Bed Days	2,527	2,565	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	99%
Valid TEDS Data	100%	100%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A

Cooccurring	Actual	State Avg
MH Screen Complete	100%	99%
SA Screen Complete	100%	100%

Diagnosis	Actual	State Avg
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		20	71%	85%	70%	-14% ▼
No Re-admit within 30 Days of Discharge		23	82%	85%	67%	-3%
Follow-up within 30 Days of Discharge		9	45%	90%	51%	-45% ▼

### Recovery

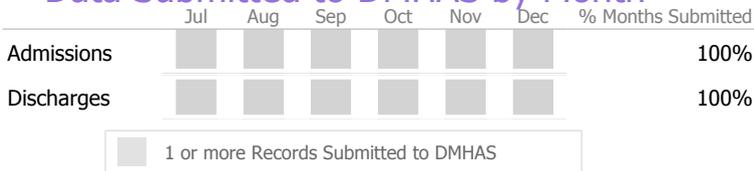
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		39	93%	70%	94%	23% ▲
Employed		23	55%	60%	33%	-5%
Improved/Maintained Axis V GAF Score		24	86%	75%	83%	11% ▲

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		14	94 days	0.3	98%	90%	77%	8%

Legend: ■ < 90% ■ 90-110% ■ >110%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 11 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	72%
Valid TEDS Data	N/A	100%
<b>On-Time Periodic</b>		
6 Month Updates	Actual	State Avg
	N/A	0%
<b>Cooccurring</b>		
MH Screen Complete	Actual	State Avg
	N/A	67%
SA Screen Complete	Actual	State Avg
	N/A	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	17%	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%	68%	-55% ▼
Employed		N/A	N/A	50%	14%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	50%	-75% ▼
Not Arrested		N/A	N/A	75%	77%	-75% ▼
Self Help		N/A	N/A	60%	50%	-60% ▼
Stable Living Situation		N/A	N/A	95%	82%	-95% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 0 Active Naltrexone Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	66		
Admits	43	-	
Discharges	22	-	
Service Hours	635	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	93%
Valid TEDS Data	100%	99%
<b>On-Time Periodic</b>		
6 Month Updates	69%	45%
<b>Cooccurring</b>		
MH Screen Complete	100%	86%
SA Screen Complete	100%	100%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	96%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	23%	50%	55%	-27% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		51	77%	55%	62%	22% ▲
Not Arrested		59	89%	75%	92%	14% ▲
Self Help		41	62%	60%	31%	2%
Stable Living Situation		60	91%	95%	90%	-4%
Employed		27	41%	50%	35%	-9%
Improved/Maintained Axis V GAF Score		24	69%	75%	52%	-6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		42	95%	90%	62%	5%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 5 Active Buprenorphine Maintenance Programs

## Senior Outreach

McCall Foundation Inc

Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

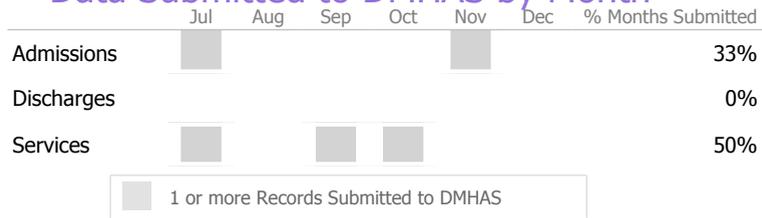
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	25	-20% ▼
Admits	2	-	
Discharges	-	24	-100% ▼
Service Hours	22	485	-96% ▼

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		2	100%	50%	100%	50% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 7 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	54	18	200% ▲
Admits	21	18	17% ▲
Discharges	4	-	
Service Hours	150	60	149% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	89%
On-Time Periodic 6 Month Updates	28%	45%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	100%	50%	59%	50% ▲

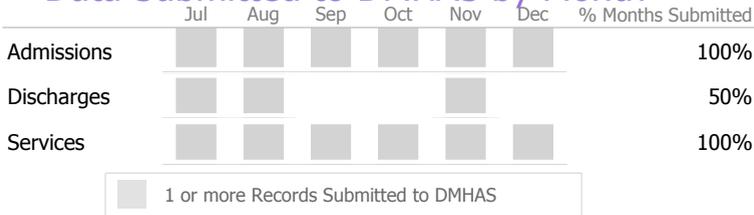
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		18	33%	20%	28%	13% ▲
● Stable Living Situation		41	76%	80%	78%	-4%
● Self Help		30	56%	60%	61%	-4%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		39	78%	90%	80%	-12% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 14 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	51	-27% ▼
Admits	26	27	-4%
Discharges	28	24	17% ▲
Service Hours	201	263	-24% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	93%
Valid TEDS Data	98%	88%
<b>On-Time Periodic</b>		
6 Month Updates	100%	21%
<b>Cooccurring</b>		
MH Screen Complete	100%	96%
SA Screen Complete	100%	99%
<b>Diagnosis</b>		
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		7	25%	50%	55%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		25	64%	55%	48%	9%
Not Arrested		30	77%	75%	84%	2%
Employed		15	38%	50%	41%	-12% ▼
Stable Living Situation		30	77%	95%	80%	-18% ▼
Improved/Maintained Axis V GAF Score		20	67%	75%	50%	-8%
Self Help		9	23%	60%	30%	-37% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		11	100%	90%	56%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	40%	75%	63%	-35% ▼

### 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 113 Active Standard Outpatient Programs