McCall Foundation Inc
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - June 2017   (Data as of Sep 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	998	726	37%	▲
	Admits	989	687	44%	▲
	Discharges	741	666	11%	▲
	Service Hours	5,877	6,387	-8%	
	Bed Days	16,312	16,097	1%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Outpatient	662	59.7%
	Residential Services	402	36.2%
	Case Management	39	3.5%
Mental Health			
	Case Management	6	0.5%

Consumer Satisfaction Survey   (Based on 194 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		98%	80%	92%
✓	Quality and Appropriateness		98%	80%	93%
✓	Overall		97%	80%	91%
✓	Participation in Treatment		97%	80%	92%
✓	Respect		94%	80%	91%
✓	Recovery		93%	80%	79%
✓	Access		93%	80%	88%
✓	Outcome		89%	80%	83%

▬ Satisfied %		Goal %	▬ 0-80%	▬ 80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age		#	%	State Avg
18-25		127	13%	14%
26-34		328	33%	24%
35-44		211	21%	20%
45-54		196	20%	22%
55-64		108	11%	16%
65+		25	3%	5%

Gender		#	%	State Avg
Male		636	64%	60%
Female		362	36%	40%
Transgender				0%

Ethnicity		#	%	State Avg
Non-Hispanic	▲	932	93%	74%
Hisp-Puerto Rican		44	4%	13%
Hispanic-Other		11	1%	7%
Unknown		6	1%	6%
Hispanic-Mexican		4	0%	1%
Hispanic-Cuban		1	0%	0%

Race		#	%	State Avg
White/Caucasian	▲	894	90%	65%
Black/African American		59	6%	16%
Other		32	3%	13%
Am. Indian/Native Alaskan		4	0%	1%
Unknown		4	0%	3%
Asian		3	0%	1%
Multiple Races		2	0%	1%
Hawaiian/Other Pacific Islander				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 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	3	-	
Service Hours	67	94	-29% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		5	83%	85%	91%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		4	100%	90%	91%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges		▪		▪								▪	25%
Services		▪	▪			▪		▪	▪	▪			50%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

58 High St OP 940200
McCall Foundation Inc
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	648	320	103%	▲
Admits	559	264	112%	▲
Discharges	327	229	43%	▲
Service Hours	4,707	4,448	6%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		89%	95%
Valid TEDS Data		81%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		68%	44%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	96%
✓ SA Screen Complete		99%	96%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		98%	100%
✓ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		141	43%	50%	54%	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		627	93%	75%	87%	18%	▲
✓ Abstinence/Reduced Drug Use		377	56%	55%	58%	1%	
🔴 Stable Living Situation		595	88%	95%	88%	-7%	
🔴 Employed		289	43%	50%	44%	-7%	
🔴 Self Help		290	43%	60%	30%	-17%	▼
🔴 Improved/Maintained Axis V GAF Score		242	54%	75%	69%	-21%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		232	66%	90%	81%	-24%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		155	28%	75%	75%	-47%	▼

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													83%

■ 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

Carnes Wks Intens Res 940601
McCall Foundation Inc
Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	324	312	4%
Admits	311	300	4%
Discharges	308	302	2%
Bed Days	6,964	6,898	1%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		241	78%	80%	78%	-2%
✓	No Re-admit within 30 Days of Discharge		282	92%	85%	91%	7%
🔴	Follow-up within 30 Days of Discharge		133	55%	90%	64%	-35% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		88%	97%
Valid TEDS Data		85%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	50%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	96%
✓ SA Screen Complete		100%	96%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		100%	100%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Self Help		260	79%	60%	80%	19% ▲
✓	Abstinence/Reduced Drug Use		278	84%	70%	65%	14% ▲
✓	Improved/Maintained Axis V GAF Score		285	92%	75%	89%	17% ▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		20	26 days	0.1	95%	90%	97%	5%

▨ < 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%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over		▼ < 10% Under	
▨ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 12 Active SA Intensive Res. Rehabilitation 3.7 Programs

Hotchkiss House-CSSD 94077D
McCall Foundation Inc
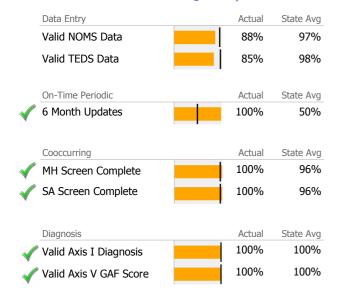Addiction - Residential Services - Recovery House

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
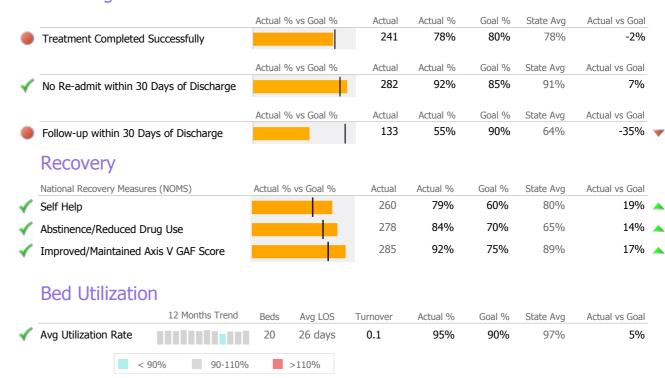Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	46	-26%	▼
Admits	24	33	-27%	▼
Discharges	23	36	-36%	▼
Bed Days	4,251	4,191	1%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢		▢	▢	▢	▢	92%
Discharges	▢		▢	▢	▢	▢	▢		▢	▢	▢	▢	83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 13 Active Recovery House Programs

Intermed Res 940400
McCall Foundation Inc
Addiction - Residential Services - Transitional/Halfway House 3.1

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	73	-7%
Admits	54	61	-11% ▼
Discharges	54	60	-10%
Bed Days	5,097	5,008	2%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		41	76%	85%	71%	-9%
✔	No Re-admit within 30 Days of Discharge		48	89%	85%	71%	4%
🔴	Follow-up within 30 Days of Discharge		22	54%	90%	64%	-36% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		86%	97%
Valid TEDS Data		84%	98%

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

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	96%
✔ SA Screen Complete		100%	97%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
✔ Valid Axis V GAF Score		100%	91%

Recovery

National Recovery Measures (NOMS)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Abstinence/Reduced Drug Use		64	94%	70%	90%	24% ▲
✔	Employed		42	62%	60%	39%	2%
✔	Improved/Maintained Axis V GAF Score		45	83%	75%	80%	8%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		14	102 days	0.1	100%	90%	93%	10%

< 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													92%
Discharges													92%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✔ Goal Met | 🔴 Below Goal

* State Avg based on 11 Active Transitional/Halfway House 3.1 Programs

Senior Services
McCall Foundation Inc
Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	43	-9%
Admits	9	10	-10%
Discharges	15	14	7%
Service Hours	1,029	1,529	-33% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		81%	68%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		15	100%	50%	53%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Self Help		38	97%	60%	66%	37%	▲
✔ Stable Living Situation		38	97%	80%	84%	17%	▲
🔴 Employed		4	10%	20%	24%	-10%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		21	88%	90%	91%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪			▪					▪			25%
Discharges	▪	▪	▪	▪						▪		▪	50%
Services	▪	▪	▪				▪	▪	▪	▪			58%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual   ❘ Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 14 Active Standard Case Management Programs

Winsted OP 940201
McCall Foundation Inc
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
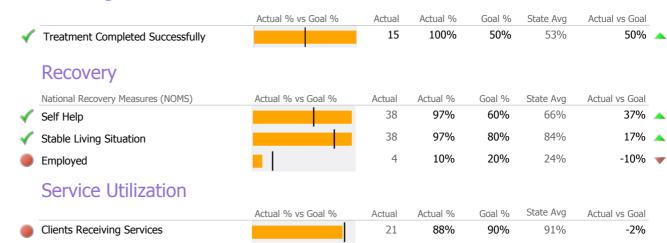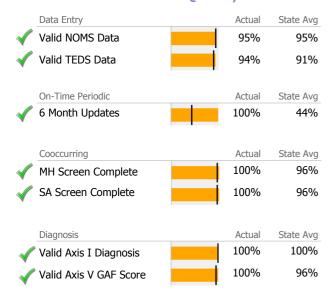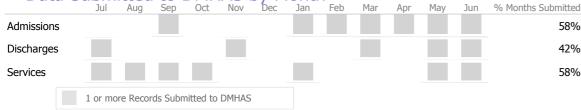Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	29	24%	▲
Admits	32	19	68%	▲
Discharges	11	25	-56%	▼
Service Hours	74	316	-76%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	95%	95%
✔	Valid TEDS Data	94%	91%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	44%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	96%
✔	SA Screen Complete	100%	96%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	100%
✔	Valid Axis V GAF Score	100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		2	18%	50%	54%	-32%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		35	95%	75%	87%	20%	▲
✔	Abstinence/Reduced Drug Use		26	70%	55%	58%	15%	▲
✔	Employed		21	57%	50%	44%	7%	
●	Stable Living Situation		32	86%	95%	88%	-9%	
●	Self Help		17	46%	60%	30%	-14%	▼
●	Improved/Maintained Axis V GAF Score		6	50%	75%	69%	-25%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		6	23%	90%	81%	-67%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		3	9%	75%	75%	-66%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪				▪	▪		▪		▪	58%
Discharges	▪				▪				▪		▪	▪	42%
Services	▪	▪	▪	▪			▪				▪	▪	58%

▪ 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