McCall Foundation Inc
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)
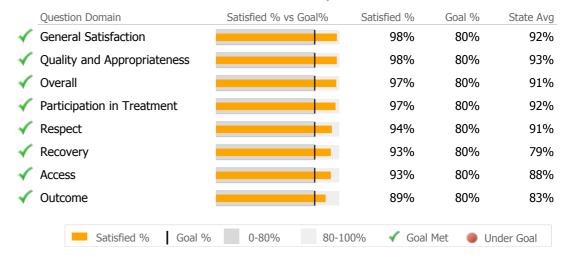
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	713	572	25%	▲
	Admits	621	494	26%	▲
	Discharges	379	494	-23%	▼
	Service Hours	4,826	4,682	3%	
	Bed Days	16,220	12,370	31%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		419	53.7%
	Residential Services		319	40.9%
	Case Management		36	4.6%
Mental Health				
	Case Management		6	0.8%

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

Age		#	%	State Avg
18-25		83	12%	14%
26-34		224	32%	24%
35-44		155	22%	20%
45-54		142	20%	22%
55-64		83	12%	16%
65+		24	3%	5%

Gender

Gender		#	%	State Avg
Male		441	62%	60%
Female		272	38%	40%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		662	93% ▲	74%
Hisp-Puerto Rican		33	5%	12%
Hispanic-Other		9	1%	7%
Unknown		7	1%	6%
Hispanic-Mexican		2	0%	1%
Hispanic-Cuban				0%

Race

Race		#	%	State Avg
White/Caucasian		635	89% ▲	65%
Black/African American		42	6% ▼	17%
Other		22	3%	13%
Unknown		5	1%	3%
Am. Indian/Native Alaskan		4	1%	1%
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 - March 2017   (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6	6	0%
Admits	-	-	
Discharges	-	-	
Service Hours	63	71	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		4	67%	85%	87%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		4	67%	90%	88%	-23% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		88%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		67%	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services		▢	▢		▢		▢	▢		56%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 54 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
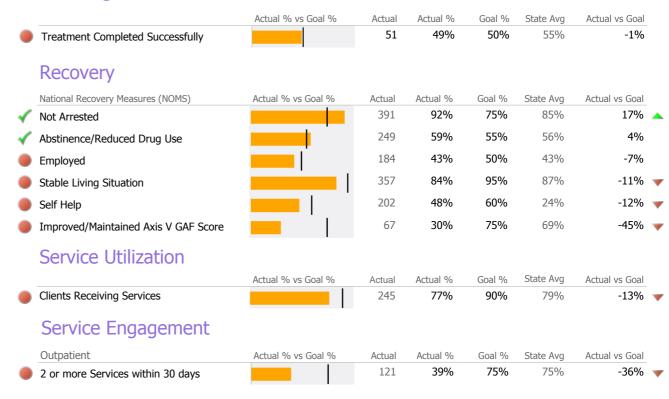Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	411	251	64%	▲
Admits	314	182	73%	▲
Discharges	105	172	-39%	▼
Service Hours	3,736	3,186	17%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	95%
Valid TEDS Data		83%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		85%	43%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	96%
✓ SA Screen Complete		99%	95%

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		51	49%	50%	55%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		391	92%	75%	85%	17%	▲
✓ Abstinence/Reduced Drug Use		249	59%	55%	56%	4%	
🔴 Employed		184	43%	50%	43%	-7%	
🔴 Stable Living Situation		357	84%	95%	87%	-11%	▼
🔴 Self Help		202	48%	60%	24%	-12%	▼
🔴 Improved/Maintained Axis V GAF Score		67	30%	75%	69%	-45%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		245	77%	90%	79%	-13%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		121	39%	75%	75%	-36%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 116 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
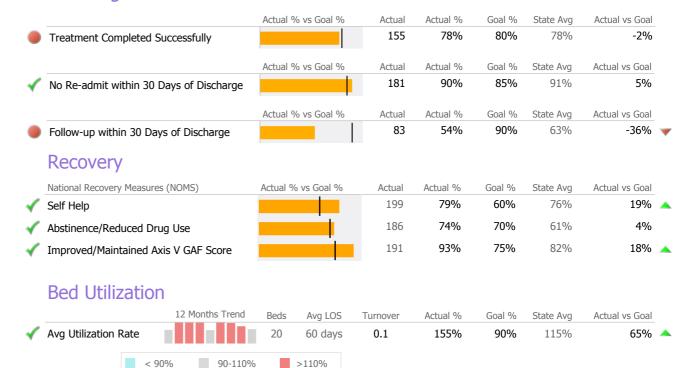Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	249	237	5%	
Admits	233	221	5%	
Discharges	200	223	-10%	
Bed Days	8,510	5,200	64%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		155	78%	80%	78%	-2%	
✔	No Re-admit within 30 Days of Discharge		181	90%	85%	91%	5%	
🔴	Follow-up within 30 Days of Discharge		83	54%	90%	63%	-36%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		86%	97%
Valid TEDS Data		83%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		0%	0%

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		199	79%	60%	76%	19%	▲
✔	Abstinence/Reduced Drug Use		186	74%	70%	61%	4%	
✔	Improved/Maintained Axis V GAF Score		191	93%	75%	82%	18%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Avg Utilization Rate		20	60 days	0.1	155%	90%	115%	65%	▲

	< 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 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	37	-16%	▼
Admits	20	24	-17%	▼
Discharges	18	24	-25%	▼
Bed Days	3,444	3,407	1%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪		▪	89%
Discharges	▪		▪	▪	▪	▪	▪		▪	78%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 14 Active Recovery House Programs

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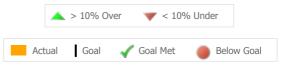Addiction - Residential Services - Transitional/Halfway House 3.1

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)
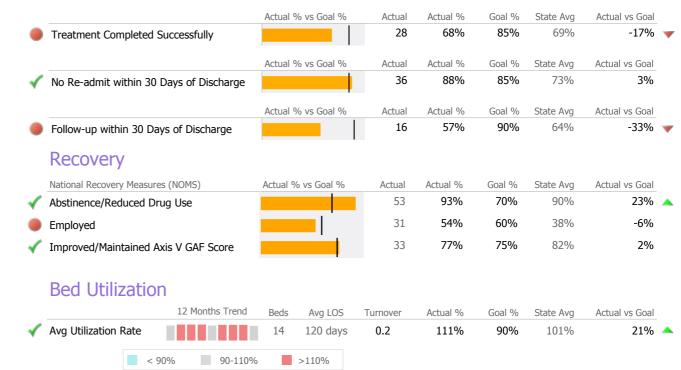
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	54	6%	▼
Admits	42	42	0%	
Discharges	41	41	0%	
Bed Days	4,266	3,763	13%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		28	68%	85%	69%	-17%	▼
✔	No Re-admit within 30 Days of Discharge		36	88%	85%	73%	3%	
🔴	Follow-up within 30 Days of Discharge		16	57%	90%	64%	-33%	▼

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		0%	0%

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%	92%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Abstinence/Reduced Drug Use		53	93%	70%	90%	23%	▲
🔴	Employed		31	54%	60%	38%	-6%	
✔	Improved/Maintained Axis V GAF Score		33	77%	75%	82%	2%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Avg Utilization Rate		14	120 days	0.2	111%	90%	101%	21%	▲

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										89%

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
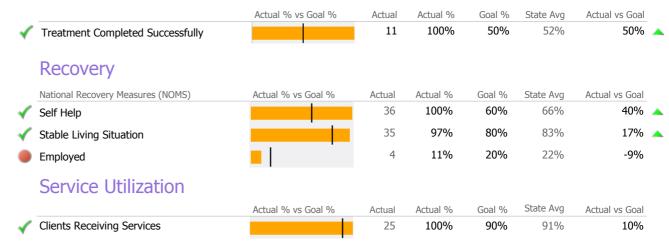Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	42	-14%	▼
Admits	6	9	-33%	▼
Discharges	11	12	-8%	
Service Hours	996	1,192	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		88%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		29%	64%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		11	100%	50%	52%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Self Help		36	100%	60%	66%	40%	▲
✔	Stable Living Situation		35	97%	80%	83%	17%	▲
●	Employed		4	11%	20%	22%	-9%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		25	100%	90%	91%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪			▪					22%
Discharges	▪	▪	▪	▪						44%
Services	▪	▪	▪				▪	▪	▪	67%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 17 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
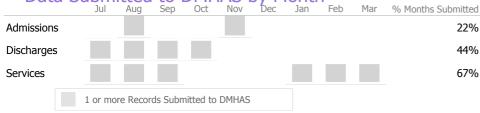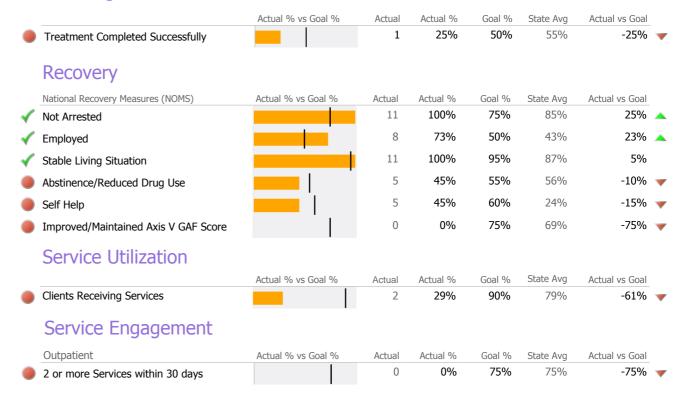Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	26	-58%	▼
Admits	6	16	-63%	▼
Discharges	4	22	-82%	▼
Service Hours	31	233	-87%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	43%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	96%
✔ SA Screen Complete		100%	95%

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		1	25%	50%	55%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		11	100%	75%	85%	25%	▲
✔ Employed		8	73%	50%	43%	23%	▲
✔ Stable Living Situation		11	100%	95%	87%	5%	
🔴 Abstinence/Reduced Drug Use		5	45%	55%	56%	-10%	▼
🔴 Self Help		5	45%	60%	24%	-15%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	69%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		2	29%	90%	79%	-61%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		0	0%	75%	75%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■				■	■	■	44%
Discharges	■									11%
Services		■	■	■	■		■			56%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 116 Active Standard Outpatient Programs