McCall Foundation Inc
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - June 2016   (Data as of Sep 12, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	709	709	0%
	Admits	671	700	-4%
	Discharges	649	685	-5%
	Service Hours	6,364	5,973	7%
	Bed Days	16,469	16,313	1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Residential Services	405	51.7%
	Outpatient	333	42.5%
	Case Management	41	5.2%
Mental Health			
	Case Management	4	0.5%

Consumer Satisfaction Survey   (Based on 149 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		99%	80%	92%
✔	Quality and Appropriateness		97%	80%	93%
✔	Respect		94%	80%	91%
✔	Overall		93%	80%	91%
✔	General Satisfaction		91%	80%	92%
✔	Recovery		90%	80%	79%
✔	Access		89%	80%	88%
✔	Outcome		87%	80%	83%

Legend: ▮ Satisfied % | Goal % ▮ 0-80% ▮ 80-100% ✔ Goal Met ● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	121	17%	15%
26-34	231	33%	24%
35-44	134	19%	19%
45-54	131	18%	22%
55-64	73	10%	15%
65+	19	3%	4%

Gender

Gender	#	%	State Avg
Male	457	65%	60%
Female	251	35%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	664	94% ▲	75%
Hisp-Puerto Rican	32	5%	12%
Hispanic-Other	12	2%	7%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%
Unknown			6%

Race

Race	#	%	State Avg
White/Caucasian	631	89% ▲	65%
Black/African American	37	5% ▼	16%
Other	19	3%	13%
Unknown	9	1%	3%
Am. Indian/Native Alaskan	4	1%	1%
Multiple Races	4	1%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Asian	2	0%	1%

Legend: ▮ 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	4	0%
Admits	-	-	
Discharges	-	-	
Service Hours	93	111	-16% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		3	75%	85%	90%	-10%

Service Utilization

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

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	71%

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													58%

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
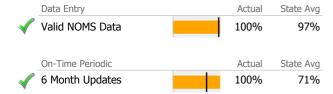Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	305	319	-4%	
Admits	248	256	-3%	
Discharges	215	258	-17%	▼
Service Hours	4,426	4,004	11%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	97%	97%
✔	Valid TEDS Data	95%	93%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	49%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	99%	96%
✔	SA Screen Complete	99%	96%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	100%
✔	Valid Axis V GAF Score	100%	94%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		120	56%	50%	53%	6%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		313	96%	75%	90%	21%	▲
✔	Abstinence/Reduced Drug Use		212	65%	55%	59%	10%	
●	Employed		159	49%	50%	44%	-1%	
●	Self Help		175	54%	60%	24%	-6%	
●	Stable Living Situation		273	83%	95%	90%	-12%	▼
●	Improved/Maintained Axis V GAF Score		24	10%	75%	68%	-65%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		113	99%	90%	83%	9%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		218	93%	75%	80%	18%	▲

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 115 Active Standard Outpatient Programs

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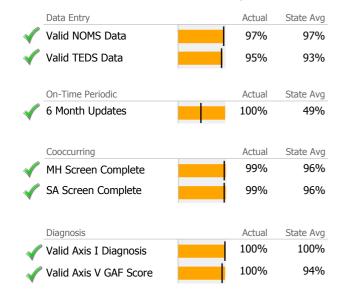Addiction - Residential Services - SA Intensive Res. Rehabilitation 3.7

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	312	307	2%
Admits	300	303	-1%
Discharges	302	302	0%
Bed Days	6,898	6,958	-1%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		230	76%	80%	81%	-4%
✓	No Re-admit within 30 Days of Discharge		278	92%	85%	94%	7%
🔴	Follow-up within 30 Days of Discharge		135	59%	90%	63%	-31% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	97%
✓	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%	97%
✓	SA Screen Complete	100%	97%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%
✓	Valid Axis V GAF Score	100%	90%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Self Help		304	95%	60%	71%	35% ▲
✓	Abstinence/Reduced Drug Use		288	90%	70%	65%	20% ▲
✓	Improved/Maintained Axis V GAF Score		261	86%	75%	85%	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%	94%	4%

	< 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
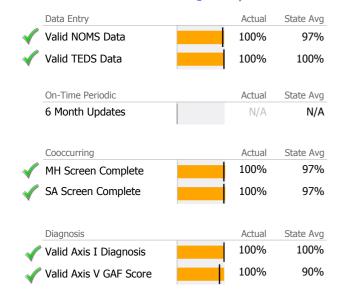Addiction - Residential Services - Recovery House

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
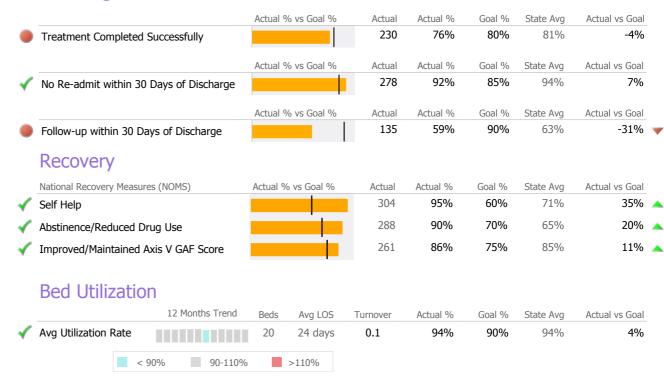Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	38	21%	▲
Admits	33	28	18%	▲
Discharges	35	25	40%	▲
Bed Days	4,519	4,329	4%	

Data Submitted to DMHAS by Month

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

▪ 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	80	-9% ▼
Admits	61	67	-9%
Discharges	59	68	-13% ▼
Bed Days	5,052	5,026	1%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		31	53%	85%	70%	-32% ▼
✓	No Re-admit within 30 Days of Discharge		55	93%	85%	79%	8%
🔴	Follow-up within 30 Days of Discharge		12	39%	90%	55%	-51% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
	6 Month Updates	N/A	50%

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

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
✓	Abstinence/Reduced Drug Use		63	85%	70%	91%	15% ▲
✓	Improved/Maintained Axis V GAF Score		49	83%	75%	88%	8%
🔴	Employed		37	50%	60%	41%	-10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		14	99 days	0.1	99%	90%	95%	9%

■ < 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 11 Active Transitional/Halfway House 3.1 Programs

Senior Services
McCall Foundation Inc
Addiction - Case Management - Standard Case Management
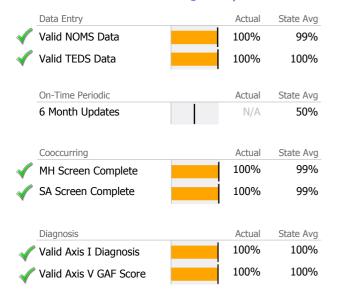
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
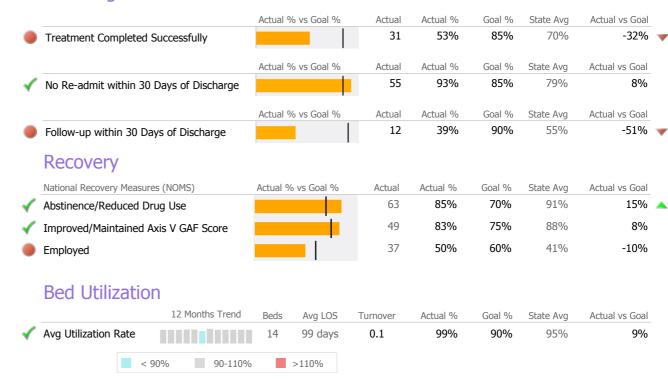Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	37	11%	▲
Admits	10	13	-23%	▼
Discharges	14	5	180%	▲
Service Hours	1,529	1,470	4%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	69%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		11	79%	50%	56%	29%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Self Help		41	98%	60%	75%	38%	▲
✔	Stable Living Situation		39	93%	80%	85%	13%	▲
🔴	Employed		7	17%	20%	26%	-3%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		27	96%	90%	92%	6%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▪			▪		▪			▪	33%
Discharges			▪	▪		▪	▪		▪	▪			50%
Services	▪	▪		▪	▪	▪	▪		▪	▪	▪		75%

▪ 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
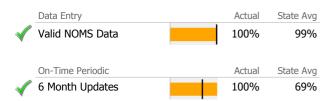Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
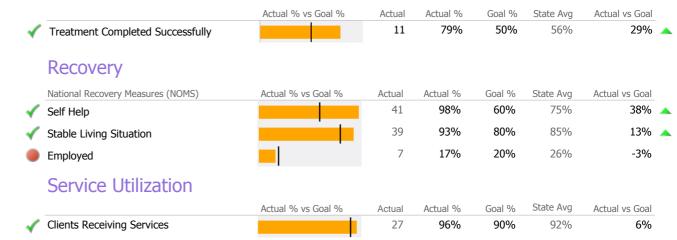Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

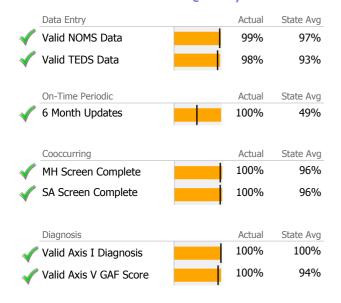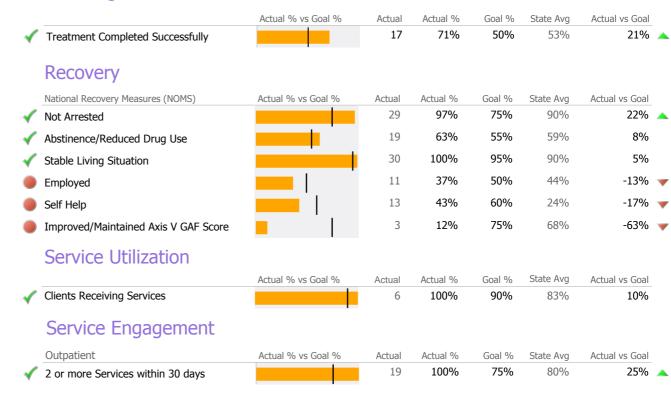| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	38	-24%	▼
Admits	19	33	-42%	▼
Discharges	24	27	-11%	▼
Service Hours	316	389	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	99%	97%
✔	Valid TEDS Data	98%	93%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	49%

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%	94%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		17	71%	50%	53%	21%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		29	97%	75%	90%	22%	▲
✔	Abstinence/Reduced Drug Use		19	63%	55%	59%	8%	
✔	Stable Living Situation		30	100%	95%	90%	5%	
●	Employed		11	37%	50%	44%	-13%	▼
●	Self Help		13	43%	60%	24%	-17%	▼
●	Improved/Maintained Axis V GAF Score		3	12%	75%	68%	-63%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		6	100%	90%	83%	10%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		19	100%	75%	80%	25%	▲

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	▪	▪	▪	▪	▪		▪	▪	▪	▪	▪		92%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 115 Active Standard Outpatient Programs