McCall Foundation Inc
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - June 2018   (Data as of Sep 18, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,282	1,030	24%	▲
	Admits	1,322	1,056	25%	▲
	Discharges	1,282	873	47%	▲
	Service Hours	9,911	8,796	13%	▲
	Bed Days	16,602	16,156	3%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		957	63.3%
	Residential Services		439	29.1%
	Case Management		81	5.4%
	Medication Assisted Treatment		30	2.0%
Mental Health				
	Case Management		4	0.3%

Consumer Satisfaction Survey   (Based on 198 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		97%	80%	93%
✓	General Satisfaction		96%	80%	92%
✓	Overall		96%	80%	91%
✓	Respect		96%	80%	91%
✓	Participation in Treatment		95%	80%	92%
✓	Access		92%	80%	88%
✓	Outcome		87%	80%	83%
✓	Recovery		82%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	154	12%	13%
26-34	431	34%	24%
35-44	295	23%	20%
45-54	225	18%	21%
55-64	143	11%	16%
65+	33	3%	5%

Gender

	#	%	State Avg
Male	844	66%	60%
Female	437	34%	40%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	1,199	94%	▲	72%
Hisp-Puerto Rican	52	4%		12%
Unknown	17	1%		7%
Hispanic-Other	12	1%		7%
Hispanic-Mexican	2	0%		1%
Hispanic-Cuban				0%

Race

	#	%		State Avg
White/Caucasian	1,128	88%	▲	64%
Black/African American	74	6%	▼	17%
Other	61	5%		13%
Unknown	9	1%		4%
Am. Indian/Native Alaskan	8	1%		1%
Asian	2	0%		1%
Multiple Races				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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	6	-33%	▼
Admits	1	-		
Discharges	-	3	-100%	▼
Service Hours	-	67	-100%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		3	75%	85%	91%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	93%	N/A ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									▪				8%
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

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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	920	695	32%	▲
Admits	752	623	21%	▲
Discharges	753	455	65%	▲
Service Hours	8,539	6,723	27%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	98%	94%
✔ Valid TEDS Data	93%	92%

On-Time Periodic	Actual	State Avg
✔ 6 Month Updates	94%	24%

Cooccurring	Actual	State Avg
✔ MH Screen Complete	100%	97%
✔ SA Screen Complete	100%	99%

Diagnosis	Actual	State Avg
✔ 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		168	22%	50%	54%	-28%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		926	89%	75%	86%	14%	▲
✔ Abstinence/Reduced Drug Use		688	66%	55%	56%	11%	▲
● Employed		447	43%	50%	44%	-7%	
✔ Improved/Maintained Axis V GAF Score		692	78%	75%	59%	3%	
● Stable Living Situation		876	84%	95%	85%	-11%	▼
● Self Help		381	37%	60%	33%	-23%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		279	98%	90%	72%	8%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		334	49%	75%	66%	-26%	▼

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 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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	357	325	10%	
Admits	346	312	11%	▲
Discharges	346	310	12%	▲
Bed Days	7,196	6,808	6%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		268	77%	80%	78%	-3%	
✓	No Re-admit within 30 Days of Discharge		302	87%	85%	92%	2%	
🔴	Follow-up within 30 Days of Discharge		152	57%	90%	60%	-33%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	98%
✓	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%	98%
✓	SA Screen Complete	100%	98%

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	
✓	Improved/Maintained Axis V GAF Score		338	98%	75%	88%	23%	▲
✓	Abstinence/Reduced Drug Use		314	86%	70%	66%	16%	▲
🔴	Self Help		178	49%	60%	78%	-11%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		20	22 days	0.0	99%	90%	99%	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 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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	34	3%
Admits	24	24	0%
Discharges	23	23	0%
Bed Days	4,310	4,251	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢	▢	▢	▢	▢	▢			▢		67%
Discharges	▢		▢	▢	▢	▢	▢	▢			▢	▢	75%

▢ 1 or more Records Submitted to DMHAS
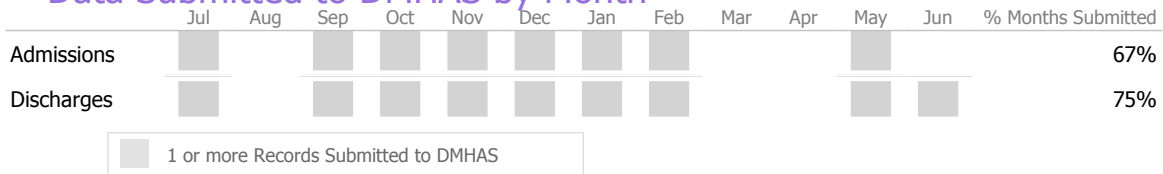
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 16 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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	68	-6%
Admits	51	54	-6%
Discharges	51	54	-6%
Bed Days	5,096	5,097	0%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		37	73%	85%	73%	-12%	▼
✓	No Re-admit within 30 Days of Discharge		49	96%	85%	71%	11%	▲
🔴	Follow-up within 30 Days of Discharge		17	46%	90%	57%	-44%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
	6 Month Updates	N/A	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%	88%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		62	95%	70%	93%	25%	▲
✓	Employed		48	74%	60%	43%	14%	▲
✓	Improved/Maintained Axis V GAF Score		49	96%	75%	75%	21%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		14	108 days	0.1	100%	90%	88%	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													100%
Discharges													100%

☐ 1 or more Records Submitted to DMHAS
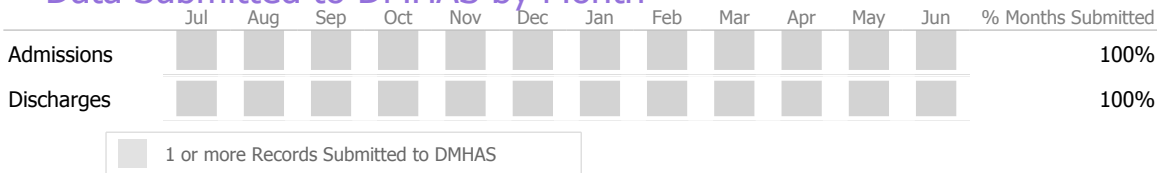
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

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

MATx OP
McCall Foundation Inc
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30		
Admits	30	-	
Discharges	6	-	
Service Hours	14	-	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	92%
✓ Valid TEDS Data		100%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	72%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	88%
✓ SA Screen Complete		100%	99%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									■	■	■	■	33%
Discharges										■		■	25%
Services										■	■	■	25%

■ 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 Services
McCall Foundation Inc
Addiction - Case Management - Outreach & Engagement
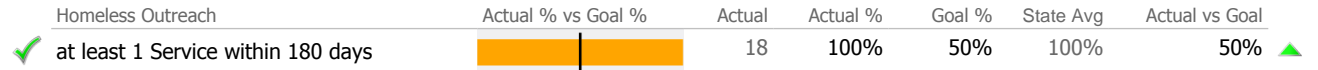
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
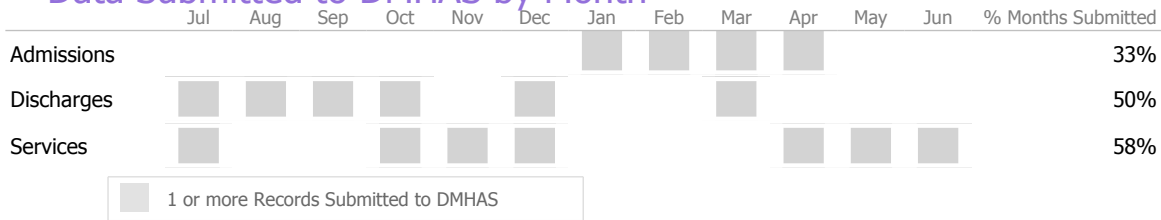Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	40	3%	
Admits	18	10	80%	▲
Discharges	25	15	67%	▲
Service Hours	541	1,796	-70%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days	▮▮	18	100%	50%	100%	50%	▲

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	▮			▮	▮	▮				▮	▮	▮	58%

▮ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▮ Goal	✓ Goal Met	● Below Goal

* State Avg based on 7 Active Outreach & Engagement Programs

Torrington Case Management
McCall Foundation Inc
Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47		
Admits	48	-	
Discharges	15	-	
Service Hours	292	-	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		88%	28%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	73%	50%	70%	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		16	33%	20%	24%	13% ▲
● Self Help		25	52%	60%	65%	-8%
● Stable Living Situation		35	73%	80%	78%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	97%	90%	81%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▫	▫	▫	▫	▫	▫	▫	▫	▫	▫	83%
Discharges						▫	▫	▫	▫	▫	▫	▫	50%
Services									▫	▫	▫	▫	33%

▫ 1 or more Records Submitted to DMHAS
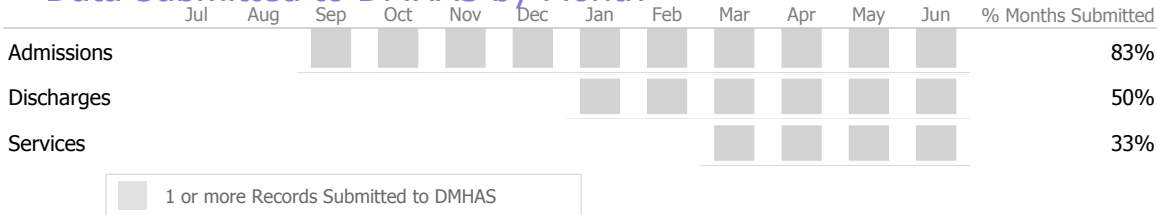
▲ > 10% Over   ▼ < 10% Under

| 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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	37	103%	▲
Admits	52	33	58%	▲
Discharges	63	13	385%	▲
Service Hours	525	209	151%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	94%
✓	Valid TEDS Data	95%	92%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	24%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	97%
✓	SA Screen Complete	100%	99%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	99%	99%
✓	Valid Axis V GAF Score	99%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		12	19%	50%	54%	-31%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		68	88%	75%	86%	13%	▲
✓ Abstinence/Reduced Drug Use		46	60%	55%	56%	5%	
✓ Employed		40	52%	50%	44%	2%	
✓ Improved/Maintained Axis V GAF Score		57	83%	75%	59%	8%	
🔴 Stable Living Situation		68	88%	95%	85%	-7%	
🔴 Self Help		20	26%	60%	33%	-34%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		13	93%	90%	72%	3%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		20	39%	75%	66%	-36%	▼

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