McCall Foundation Inc
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services

Provider Quality Dashboard

Reporting Period: July 2017 - March 2018   (Data as of Jun 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,062	801	33%	▲
	Admits	969	750	29%	▲
	Discharges	876	554	58%	▲
	Service Hours	7,320	6,093	20%	▲
	Bed Days	12,430	12,210	2%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		795	65.5%
	Residential Services		349	28.7%
	Case Management		61	5.0%
	Medication Assisted Treatment		5	0.4%
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
Age		#	%	State Avg
18-25		126	12%	13%
26-34		358	34%	24%
35-44		239	23%	20%
45-54		186	18%	21%
55-64		122	11%	17%
65+		30	3%	5%

Gender
Gender		#	%	State Avg
Male		699	66%	60%
Female		363	34%	40%
Transgender				0%

Ethnicity
Ethnicity		#	%	State Avg
Non-Hispanic		992	93% ▲	73%
Hisp-Puerto Rican		47	4%	12%
Unknown		14	1%	7%
Hispanic-Other		7	1%	7%
Hispanic-Mexican		2	0%	1%
Hispanic-Cuban				0%

Race
Race		#	%	State Avg
White/Caucasian		944	89% ▲	64%
Black/African American		53	5% ▼	16%
Other		49	5%	13%
Unknown		8	1%	4%
Am. Indian/Native Alaskan		7	1%	1%
Asian		1	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 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	6	-33%	▼
Admits	1	-		
Discharges	-	2	-100%	▼
Service Hours	-	63	-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%	78%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions									▢	11%
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 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	761	516	47%	▲
Admits	560	428	31%	▲
Discharges	492	237	108%	▲
Service Hours	6,233	4,578	36%	▲

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✔ 6 Month Updates	56%	23%

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

Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis	100%	99%
✔ Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		82	17%	50%	52%	-33%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		748	89%	75%	85%	14%	▲
✔ Abstinence/Reduced Drug Use		524	62%	55%	55%	7%	
● Employed		345	41%	50%	42%	-9%	
● Stable Living Situation		708	84%	95%	84%	-11%	▼
● Improved/Maintained Axis V GAF Score		461	72%	75%	54%	-3%	
● Self Help		312	37%	60%	33%	-23%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		338	97%	90%	72%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		243	47%	75%	69%	-28%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	275	252	9%
Admits	259	237	9%
Discharges	259	237	9%
Bed Days	5,411	5,220	4%

Data Submission Quality

Data Entry	Actual % vs Goal %	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%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		198	76%	80%	77%	-4%
✓ No Re-admit within 30 Days of Discharge		222	86%	85%	92%	1%
🔴 Follow-up within 30 Days of Discharge		104	53%	90%	60%	-37% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		239	86%	70%	64%	16% ▲
✓ Improved/Maintained Axis V GAF Score		254	98%	75%	85%	23% ▲
🔴 Self Help		150	54%	60%	79%	-6%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	22 days	0.1	99%	90%	100%	9%

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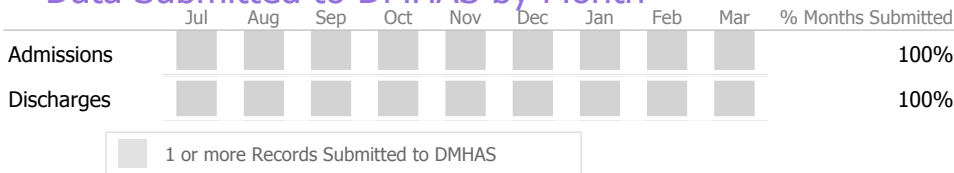
▲ > 10% Over   ▼ < 10% Under
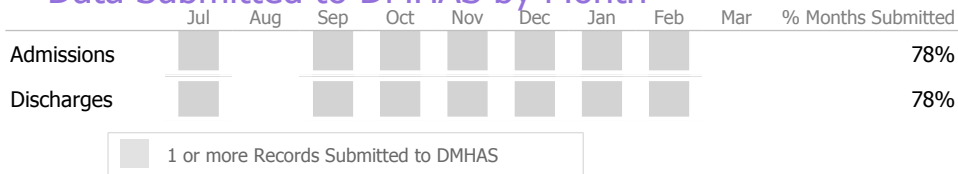
Actual | Goal   ✓ Goal Met   🔴 Below Goal

* 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 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	30	3%
Admits	20	20	0%
Discharges	19	18	6%
Bed Days	3,194	3,170	1%

Data Submitted to DMHAS by Month

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

▢ 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 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	57	-11%	▼
Admits	38	43	-12%	▼
Discharges	38	43	-12%	▼
Bed Days	3,825	3,820	0%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		27	71%	85%	75%	-14%	▼
✓	No Re-admit within 30 Days of Discharge		36	95%	85%	73%	10%	
🔴	Follow-up within 30 Days of Discharge		14	52%	90%	55%	-38%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	100%

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

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	100%
✓	Valid Axis V GAF Score		100%	86%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		49	94%	70%	94%	24%	▲
✓	Employed		34	65%	60%	41%	5%	
✓	Improved/Maintained Axis V GAF Score		36	95%	75%	73%	20%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		14	109 days	0.2	100%	90%	86%	10%	

▨ < 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
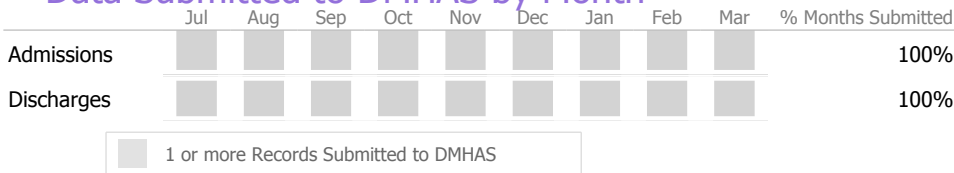
▲ > 10% Over   ▼ < 10% Under

▨ Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 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 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5		
Admits	5	-	
Discharges	-	-	
Service Hours	2	-	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	92%
✔ Valid TEDS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	93%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	90%
✔ SA Screen Complete		100%	99%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions									■	11%
Discharges										0%
Services										0%

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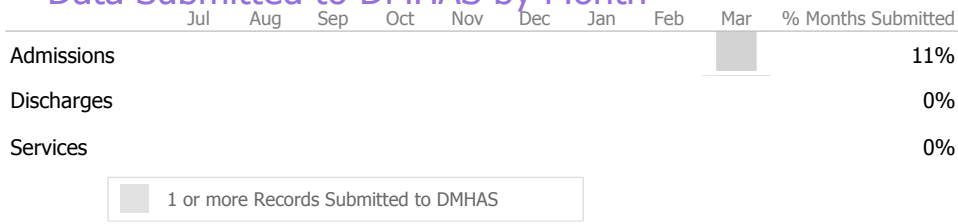
▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✔ Goal Met | ● Below Goal

* State Avg based on 5 Active Buprenorphine Maintenance Programs

Senior Services
McCall Foundation Inc
Addiction - Case Management - Outreach & Engagement
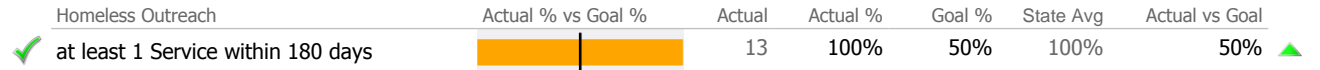
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
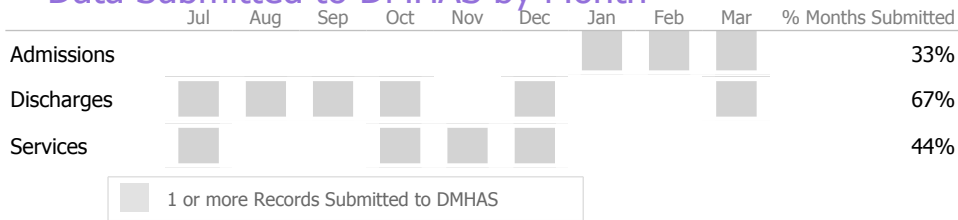Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	36	3%	
Admits	13	6	117%	▲
Discharges	25	10	150%	▲
Service Hours	513	1,369	-63%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		13	100%	50%	100%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions							▪	▪	▪	33%
Discharges	▪	▪	▪	▪		▪			▪	67%
Services	▪			▪	▪	▪				44%

▪ 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 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30		
Admits	31	-	
Discharges	8	-	
Service Hours	157	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		5	62%	50%	71%	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		6	19%	20%	22%	-1%
🔴 Self Help		17	55%	60%	63%	-5%
🔴 Stable Living Situation		23	74%	80%	75%	-6%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	30%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		23	100%	90%	79%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▪	▪	▪	▪	▪	▪	▪	78%
Discharges							▪	▪	▪	33%
Services									▪	11%

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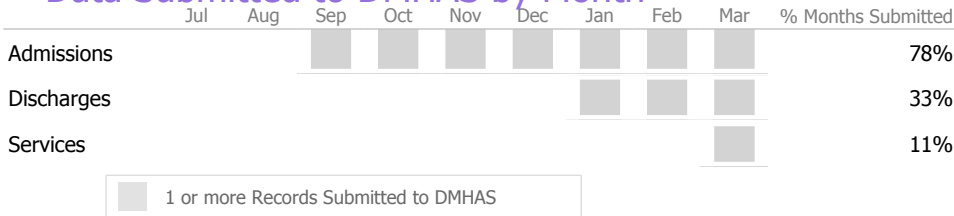
▲ > 10% Over   ▼ < 10% Under

| 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 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	21	210%	▲
Admits	42	16	163%	▲
Discharges	35	7	400%	▲
Service Hours	415	83		

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	98%	94%
✔	Valid TEDS Data	96%	93%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	62%	23%

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

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	99%
✔	Valid Axis V GAF Score	100%	95%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		5	14%	50%	52%	-36%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		60	90%	75%	85%	15%	▲
✔	Employed		35	52%	50%	42%	2%	
✔	Abstinence/Reduced Drug Use		38	57%	55%	55%	2%	
🔴	Stable Living Situation		59	88%	95%	84%	-7%	
✔	Improved/Maintained Axis V GAF Score		36	75%	75%	54%	0%	
🔴	Self Help		20	30%	60%	33%	-30%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		30	94%	90%	72%	4%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		18	44%	75%	69%	-31%	▼

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 113 Active Standard Outpatient Programs