McCall Foundation Inc
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	906	1,012	-10%
	Admits	870	938	-7%
	Discharges	945	948	0%
	Service Hours	7,758	7,366	5%
	Bed Days	16,393	17,778	-8%

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

Unique Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Outpatient		550	60.7%
	Residential Services		401	44.3%
	Case Management		38	4.2%
Mental Health				
	Case Management		5	0.6%

Consumer Satisfaction Survey   (Based on 170 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		90%	80%	92%
✔	Overall		89%	80%	91%
✔	Quality and Appropriateness		87%	80%	93%
✔	Respect		85%	80%	91%
✔	General Satisfaction		84%	80%	92%
✔	Access		83%	80%	88%
🔴	Outcome		79%	80%	83%
🔴	Recovery		79%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | ✔ Goal Met | 🔴 Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	190	21%	17%
26-34	252	28%	22%
35-44	195	22%	20%
45-54	186	21%	24%
55-64	56	6%	13%
65+	24	3%	4%

Gender

Gender	#	%	State Avg
Male	617	68%	60%
Female	288	32%	40%

Race

Race	#	%		State Avg
White/Caucasian	789	87%	▲	64%
Black/African American	54	6%	▼	17%
Other	46	5%		15%
Am. Indian/Native Alaskan	7	1%		1%
Unknown	7	1%		2%
Asian	1	0%		1%
Multiple Races	1	0%		1%
Hawaiian/Other Pacific Islander	1	0%		0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	828	91%	▲	74%
Hisp-Puerto Rican	43	5%		12%
Hispanic-Other	27	3%		7%
Unknown	8	1%		7%
Hispanic-Cuban				0%
Hispanic-Mexican				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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	5	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	202	247	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		4	80%	85%	80%	-5%

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%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		33%	59%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions												▪	8%
Discharges												▪	8%
Services		▪			▪	▪				▪		▪	42%

▪ 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	507	570	-11%	▼
Admits	398	436	-9%	
Discharges	457	468	-2%	
Service Hours	5,744	5,759	0%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	97%	94%
✓	Valid TEDS Data	99%	94%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	12%

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

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	97%
✓	Valid Axis V GAF Score	100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		267	59%	50%	56%	9%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		387	73%	55%	56%	18%	▲
✓	Not Arrested		476	90%	75%	85%	15%	▲
⬤	Stable Living Situation		478	90%	95%	82%	-5%	
⬤	Employed		235	44%	50%	34%	-6%	
⬤	Self Help		237	45%	60%	21%	-15%	▼
⬤	Improved/Maintained Axis V GAF Score		282	60%	75%	52%	-15%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		73	100%	90%	58%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		313	82%	75%	74%	7%

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 117 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	321	311	3%
Admits	320	301	6%
Discharges	324	298	9%
Bed Days	7,214	8,433	-14% ▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		227	70%	80%	80%	-10%	▼
✓	No Re-admit within 30 Days of Discharge		296	91%	85%	93%	6%	
●	Follow-up within 30 Days of Discharge		99	44%	90%	54%	-46%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	90%
✓	Valid TEDS Data	100%	99%

On-Time Periodic		Actual	State Avg
	6 Month Updates	N/A	0%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	99%	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		302	88%	70%	51%	18%	▲
✓	Improved/Maintained Axis V GAF Score		318	98%	75%	90%	23%	▲

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		20	86 days	0.1	99%	90%	90%	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
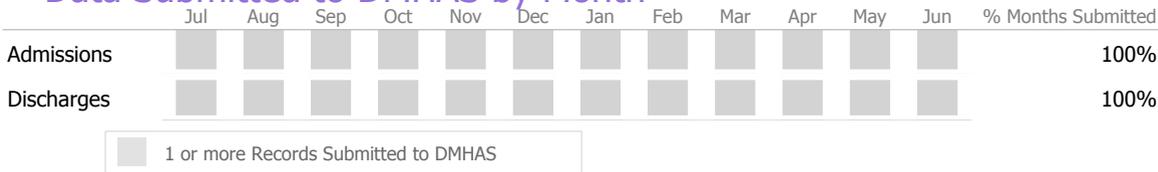
▲ > 10% Over   ▼ < 10% Under
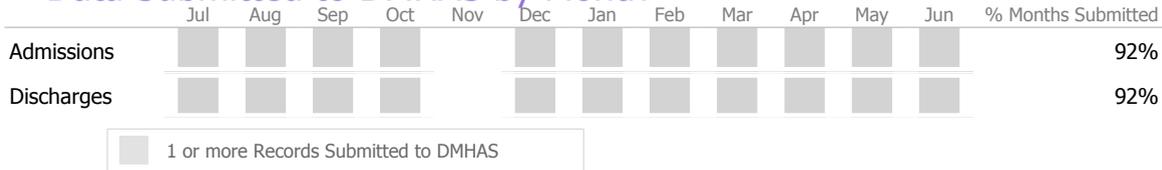
☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 13 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	48	8%	
Admits	41	38	8%	
Discharges	42	37	14%	▲
Bed Days	4,109	4,239	-3%	

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 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	66	5%
Admits	56	57	-2%
Discharges	56	57	-2%
Bed Days	5,070	5,106	-1%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		43	77%	85%	77%	-8%	
✓	No Re-admit within 30 Days of Discharge		50	89%	85%	91%	4%	
●	Follow-up within 30 Days of Discharge		12	28%	90%	14%	-62%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	98%
✓	Valid TEDS Data	100%	100%

On-Time Periodic		Actual	State Avg
	6 Month Updates	N/A	3%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	98%
✓	SA Screen Complete	100%	98%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
✓	Valid Axis V GAF Score	100%	61%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		57	81%	70%	30%	11%	▲
✓	Improved/Maintained Axis V GAF Score		54	96%	75%	36%	21%	▲
●	Employed		40	57%	60%	43%	-3%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		14	109 days	0.2	99%	90%	93%	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
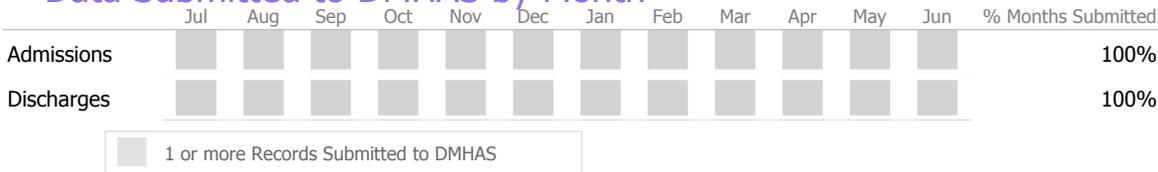
▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 12 Active 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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	28	36%	▲
Admits	11	28	-61%	▼
Discharges	8	1	700%	▲
Service Hours	1,325	435	205%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		7	100%	50%	48%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Self Help		35	92%	60%	34%	32%	▲
✓	Stable Living Situation		35	92%	80%	70%	12%	▲
●	Employed		2	5%	20%	15%	-15%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	88%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	34%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		30	100%	90%	81%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢			▢		▢			▢		▢	58%
Discharges				▢				▢				▢	25%
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 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	58	103	-44%	▼
Admits	43	77	-44%	▼
Discharges	57	86	-34%	▼
Service Hours	476	924	-48%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	94%
✔ Valid TEDS Data		98%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	12%

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

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		33	58%	50%	56%	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		56	93%	75%	85%	18%	▲
✔ Abstinence/Reduced Drug Use		42	70%	55%	56%	15%	▲
● Employed		29	48%	50%	34%	-2%	
● Stable Living Situation		51	85%	95%	82%	-10%	
● Improved/Maintained Axis V GAF Score		33	58%	75%	52%	-17%	▼
● Self Help		23	38%	60%	21%	-22%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		3	100%	90%	58%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		25	60%	75%	74%	-15%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
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 117 Active Standard Outpatient Programs