Catholic Charities- Waterbury
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	278	285	-2%	
	Admits	147	165	-11%	▼
	Discharges	205	151	36%	▲
	Service Hours	5,013	4,918	2%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		212	65.0%
	Case Management		114	35.0%

Consumer Satisfaction Survey   (Based on 86 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ General Satisfaction		99%	80%	92%
✔ Quality and Appropriateness		98%	80%	93%
✔ Participation in Treatment		98%	80%	92%
✔ Overall		95%	80%	91%
✔ Access		94%	80%	88%
✔ Respect		94%	80%	91%
✔ Outcome		86%	80%	83%
🔴 Recovery		76%	80%	79%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		18	6%	16%
26-34		51	18%	23%
35-44		67	24%	20%
45-54		82	29%	24%
55-64		54	19%	14%
65+		6	2%	4%

Gender

Gender		#	%		State Avg
Female		182	65%	▲	40%
Male		96	35%	▼	60%

Ethnicity

Ethnicity		#	%		State Avg
Hisp-Puerto Rican		133	48%	▲	12%
Non-Hispanic		77	28%	▼	75%
Hispanic-Other		64	23%	▲	6%
Hispanic-Mexican		3	1%		0%
Unknown		1	0%		6%
Hispanic-Cuban					0%

Race

Race		#	%		State Avg
White/Caucasian		218	78%	▲	65%
Other		33	12%		14%
Black/African American		22	8%		17%
Am. Indian/Native Alaskan		3	1%		1%
Multiple Races		1	0%		1%
Unknown		1	0%		3%
Asian					1%
Hawaiian/Other Pacific Islander					0%

▮ Unique Clients		State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

56 Church-1st Init OP 501-210X
Catholic Charities- Waterbury
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	37	-16%	▼
Admits	11	21	-48%	▼
Discharges	21	18	17%	▲
Service Hours	1,241	1,059	17%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	88%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	56%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	70%
✔ SA Screen Complete		100%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		8	38%	50%	45%	-12%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		29	94%	60%	55%	34%	▲
✔ Improved/Maintained Axis V GAF Score		29	94%	75%	51%	19%	▲
✔ Stable Living Situation		30	97%	95%	81%	2%	
🔴 Employed		2	6%	30%	19%	-24%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		10	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		10	91%	75%	67%	16%	▲

Data Submitted to DMHAS by Month
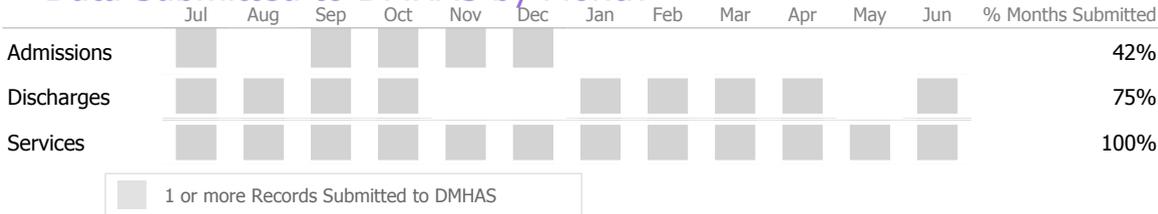
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪		▪		▪	▪							42%
Discharges	▪	▪	▪				▪	▪		▪		▪	75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual	▎ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs

Hispanic Family Hisp CM501-291
Catholic Charities- Waterbury
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	114	108	6%	
Admits	40	45	-11%	▼
Discharges	31	32	-3%	
Service Hours	2,293	2,009	14%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	95%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	58%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		16	52%	50%	60%	2%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		110	95%	60%	48%	35%	▲
✔ Stable Living Situation		114	98%	80%	65%	18%	▲
● Employed		5	4%	20%	5%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		84	99%	90%	67%	9%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪		▪	▪	▪	▪	▪	▪	92%
Discharges	▪	▪	▪	▪	▪		▪	▪	▪	▪	▪	▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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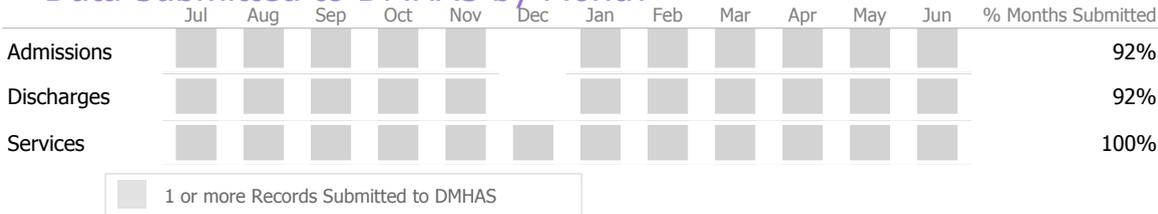
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 37 Active Standard Case Management Programs

Outpatient Clinical 501-290
Catholic Charities- Waterbury
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	187	193	-3%	
Admits	96	99	-3%	
Discharges	153	101	51%	▲
Service Hours	1,478	1,850	-20%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		96%	56%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	70%
✓ SA Screen Complete		100%	67%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		69	45%	50%	45%	-5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		183	96%	60%	55%	36%	▲
✓ Improved/Maintained Axis V GAF Score		172	95%	75%	51%	20%	▲
✓ Stable Living Situation		182	95%	95%	81%	0%	
🔴 Employed		26	14%	30%	19%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	97%	90%	87%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		64	67%	75%	67%	-8%

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 91 Active Standard Outpatient Programs