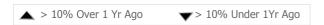**Catholic Charities- Waterbury**
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	183	189	-3%
	Admits	45	49	-8%
	Discharges	36	46	-22% ▼
	Service Hours	3,692	3,368	10%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	119	56.7%
	Case Management	91	43.3%

Consumer Satisfaction Survey   (Based on 94 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ General Satisfaction		99%	80%	92%
✓ Overall		99%	80%	91%
✓ Access		99%	80%	88%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		93%	80%	91%
✓ Outcome		92%	80%	83%
✓ Recovery		85%	80%	79%

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

Client Demographics

Age

Age	#	%		State Avg
18-25	9	5%		14%
26-34	20	11%	▼	24%
35-44	36	20%		20%
45-54	54	30%		22%
55-64	55	30%	▲	16%
65+	9	5%		5%

Gender

Gender	#	%		State Avg
Female	122	67%	▲	40%
Male	61	33%	▼	60%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Hisp-Puerto Rican	99	54%	▲	12%
Non-Hispanic	64	35%	▼	74%
Hispanic-Other	16	9%		7%
Hispanic-Mexican	2	1%		1%
Unknown	2	1%		6%
Hispanic-Cuban				0%

Race

Race	#	%		State Avg
White/Caucasian	141	77%	▲	65%
Other	20	11%		13%
Black/African American	16	9%		17%
Unknown	3	2%		3%
Asian	2	1%		1%
Am. Indian/Native Alaskan	1	1%		1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

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

Adelante OP 501-210X
Catholic Charities- Waterbury
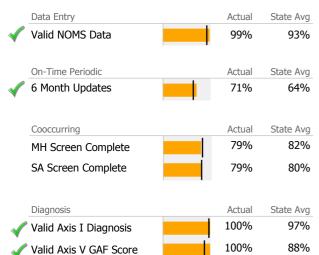Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	24	-4%	
Admits	8	8	0%	
Discharges	13	7	86%	▲
Service Hours	905	1,164	-22%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	99%	93%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	71%	64%

Cooccurring		Actual	State Avg
	MH Screen Complete	79%	82%
	SA Screen Complete	79%	80%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	97%
✔	Valid Axis V GAF Score	100%	88%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		8	62%	50%	41%	12%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		19	83%	60%	68%	23%	▲
✔	Improved/Maintained Axis V GAF Score		19	95%	75%	53%	20%	▲
✔	Stable Living Situation		22	96%	95%	85%	1%	
🔴	Employed		0	0%	30%	22%	-30%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		9	90%	90%	85%	0%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		8	100%	75%	64%	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪		▪				56%
Discharges		▪	▪		▪	▪	▪	▪	▪	89%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 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
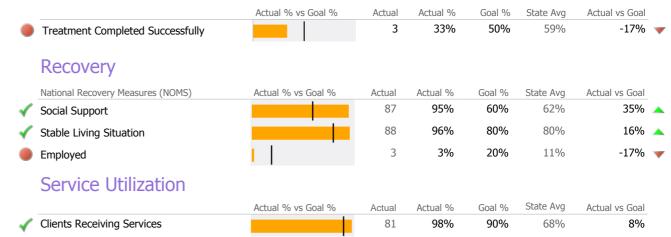Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)
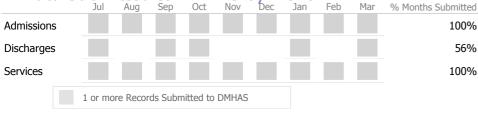
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	89	2%	
Admits	21	11	91%	▲
Discharges	9	17	-47%	▼
Service Hours	1,343	873	54%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		23%	64%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	33%	50%	59%	-17%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		87	95%	60%	62%	35%	▲
✓	Stable Living Situation		88	96%	80%	80%	16%	▲
🔴	Employed		3	3%	20%	11%	-17%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		81	98%	90%	68%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪		▪	▪			▪		▪	56%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 31 Active Standard Case Management Programs

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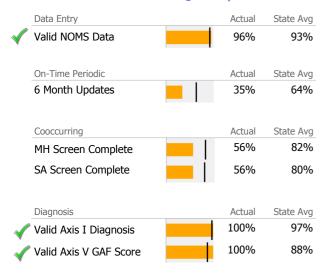Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)
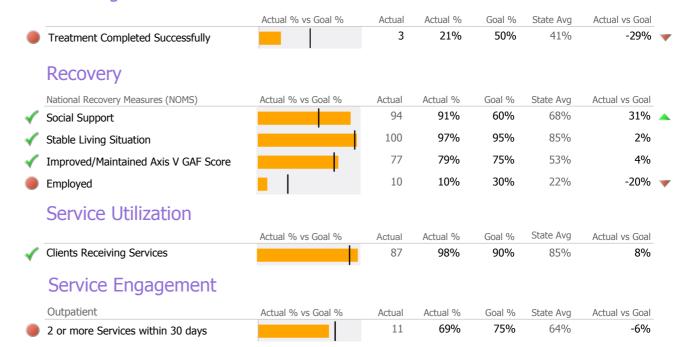
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	103	104	-1%	
Admits	16	30	-47%	▼
Discharges	14	22	-36%	▼
Service Hours	1,444	1,331	8%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		96%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		35%	64%

Cooccurring		Actual	State Avg
MH Screen Complete		56%	82%
SA Screen Complete		56%	80%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		3	21%	50%	41%	-29%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		94	91%	60%	68%	31%	▲
✔ Stable Living Situation		100	97%	95%	85%	2%	
✔ Improved/Maintained Axis V GAF Score		77	79%	75%	53%	4%	
🔴 Employed		10	10%	30%	22%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		87	98%	90%	85%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		11	69%	75%	64%	-6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪		▪		▪		67%
Discharges		▪		▪	▪	▪		▪	▪	67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

St. Francis Xavier
Catholic Charities- Waterbury
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		N/A	N/A	85%	87%	-85%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	88%	N/A	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	69%

Data Submitted to DMHAS by Month

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

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