Catholic Charities- Waterbury
Waterbury, 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	212	221	-4%	
	Admits	74	94	-21%	▼
	Discharges	84	77	9%	
	Service Hours	4,766	5,510	-14%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		152	60.3%
	Case Management		100	39.7%

Consumer Satisfaction Survey   (Based on 98 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		99%	80%	92%
✔	Quality and Appropriateness		97%	80%	93%
✔	Participation in Treatment		95%	80%	92%
✔	Respect		95%	80%	91%
✔	Access		94%	80%	88%
✔	Overall		93%	80%	91%
●	Outcome		76%	80%	83%
●	Recovery		73%	80%	79%

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

Client Demographics

Age

Age		#	%		State Avg
18-25		11	5%		13%
26-34		20	9%	▼	24%
35-44		41	19%		20%
45-54		63	30%		21%
55-64		68	32%	▲	16%
65+		8	4%		5%

Gender

Gender		#	%		State Avg
Female		126	59%	▲	40%
Male		86	41%	▼	60%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Hisp-Puerto Rican		108	51%	▲	12%
Non-Hispanic		71	33%	▼	72%
Hispanic-Other		22	10%		7%
Unknown		9	4%		7%
Hispanic-Mexican		2	1%		1%
Hispanic-Cuban					0%

Race

Race		#	%		State Avg
White/Caucasian		155	73%		64%
Other		25	12%		13%
Black/African American		17	8%		17%
Unknown		11	5%		4%
Am. Indian/Native Alaskan		2	1%		1%
Asian		2	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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	34	-12%	▼
Admits	14	19	-26%	▼
Discharges	13	17	-24%	▼
Service Hours	1,677	1,462	15%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		85%	94%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		90%	69%

Cooccurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		48%	88%
SA Screen Complete		48%	88%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		6	46%	50%	45%	-4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		22	71%	60%	69%	11%	▲
✔ Improved/Maintained Axis V GAF Score		22	96%	75%	54%	21%	▲
🔴 Stable Living Situation		27	87%	95%	86%	-8%	
🔴 Employed		1	3%	30%	24%	-27%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		18	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		10	77%	75%	67%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													67%
Discharges													58%
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
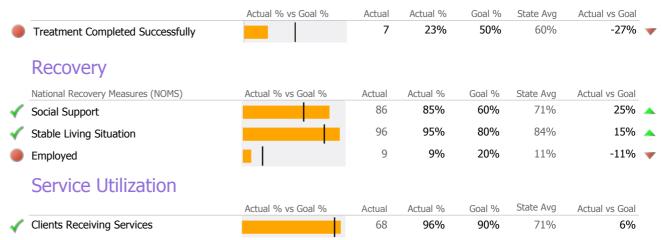Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	100	99	1%	
Admits	20	28	-29%	▼
Discharges	30	19	58%	▲
Service Hours	1,668	1,800	-7%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	23%	50%	60%	-27%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		86	85%	60%	71%	25%	▲
✓	Stable Living Situation		96	95%	80%	84%	15%	▲
🔴	Employed		9	9%	20%	11%	-11%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		93%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		94%	66%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		68	96%	90%	71%	6%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
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 30 Active Standard Case Management Programs

Outpatient Clinical 501-290
Catholic Charities- Waterbury
Mental Health - Outpatient - Standard Outpatient
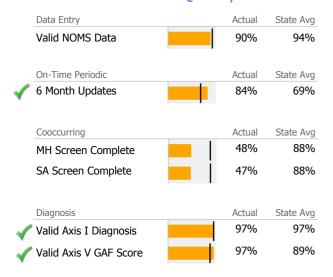
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	134	134	0%	
Admits	40	47	-15%	▼
Discharges	41	41	0%	
Service Hours	1,421	2,248	-37%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		90%	94%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		84%	69%

Cooccurring		Actual	State Avg
MH Screen Complete		48%	88%
SA Screen Complete		47%	88%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		97%	97%
✔ Valid Axis V GAF Score		97%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	7%	50%	45%	-43%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		104	78%	60%	69%	18%	▲
✔	Improved/Maintained Axis V GAF Score		94	85%	75%	54%	10%	
🔴	Stable Living Situation		120	90%	95%	86%	-5%	
🔴	Employed		13	10%	30%	24%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		87	94%	90%	89%	4%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days			28	70%	75%	67%	-5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													83%
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 2017 - June 2018 (Data as of Sep 18, 2018)

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%	91%	-85% 🔻

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		N/A	N/A	90%	93%	N/A 🔻

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 52 Active Supportive Housing – Development Programs