Catholic Charities- Waterbury
Waterbury, 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	285	270	6%	
	Admits	165	170	-3%	
	Discharges	151	154	-2%	
	Service Hours	4,916	6,081	-19%	▼

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

Unique Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		225	78.9%
	Case Management		108	37.9%

Consumer Satisfaction Survey   (Based on 141 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		99%	80%	92%
✔	General Satisfaction		98%	80%	92%
✔	Quality and Appropriateness		98%	80%	93%
✔	Access		96%	80%	88%
✔	Respect		96%	80%	91%
✔	Overall		94%	80%	91%
🔴	Recovery		78%	80%	79%
🔴	Outcome		77%	80%	83%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	23	8%	17%
26-34	41	14%	22%
35-44	64	23%	20%
45-54	93	33%	24%
55-64	54	19%	13%
65+	8	3%	4%

Gender

Gender	#	%		State Avg
Female	181	64%	▲	40%
Male	104	36%	▼	60%

Race

Race	#	%		State Avg
White/Caucasian	217	76%	▲	64%
Other	42	15%		15%
Black/African American	21	7%		17%
Am. Indian/Native Alaskan	2	1%		1%
Unknown	2	1%		2%
Multiple Races	1	0%		1%
Asian				1%
Hawaiian/Other Pacific Islander				0%

Ethnicity

Ethnicity	#	%		State Avg
Hisp-Puerto Rican	136	48%	▲	12%
Non-Hispanic	83	29%	▼	74%
Hispanic-Other	64	22%	▲	7%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican	1	0%		0%
Unknown				7%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	33	12%	▲
Admits	21	22	-5%	
Discharges	18	19	-5%	
Service Hours	1,058	1,349	-22%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	79%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	43%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	60%
✔ SA Screen Complete		100%	60%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		14	78%	50%	54%	28%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		36	95%	60%	49%	35%	▲
✔ Stable Living Situation		38	100%	95%	74%	5%	
✔ Improved/Maintained Axis V GAF Score		20	100%	75%	39%	25%	▲
⬤ Employed		2	5%	30%	17%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		20	100%	90%	90%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		19	90%	75%	60%	15%	▲

Data Submitted to DMHAS by Month
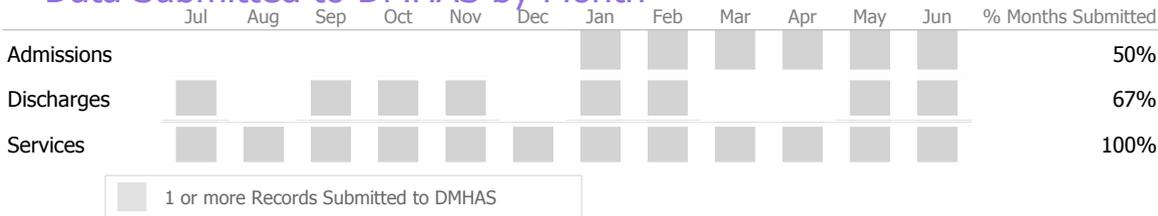
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▪	▪	▪	▪			50%
Discharges	▪		▪		▪		▪	▪			▪		67%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | Goal | ✔ Goal Met | ⬤ Below Goal |

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	108	119	-9%	
Admits	45	30	50%	▲
Discharges	32	56	-43%	▼
Service Hours	2,009	2,289	-12%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		98%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		20	62%	50%	43%	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		100	93%	60%	38%	33%	▲
✔ Stable Living Situation		105	97%	80%	60%	17%	▲
● Employed		6	6%	20%	7%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		76	100%	90%	68%	10%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	193	172	12%	▲
Admits	99	118	-16%	▼
Discharges	101	79	28%	▲
Service Hours	1,850	2,443	-24%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	79%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		98%	43%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		98%	60%
✔ SA Screen Complete		99%	60%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	99%
✔ Valid Axis V GAF Score		100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		47	47%	50%	54%	-3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		186	95%	60%	49%	35%	▲
✔ Improved/Maintained Axis V GAF Score		151	93%	75%	39%	18%	▲
✔ Stable Living Situation		189	96%	95%	74%	1%	
🔴 Employed		29	15%	30%	17%	-15%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		93	98%	90%	90%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		84	85%	75%	60%	10%

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