Catholic Charities- Waterbury
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	223	278	-20%	▼
	Admits	113	147	-23%	▼
	Discharges	79	205	-61%	▼
	Service Hours	4,538	5,040	-10%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	143	60.1%
	Case Management	95	39.9%

Consumer Satisfaction Survey   (Based on 74 FY14 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		99%	80%	92%
✓	Quality and Appropriateness		97%	80%	93%
✓	Respect		95%	80%	91%
✓	Overall		95%	80%	91%
✓	Access		95%	80%	88%
✓	Participation in Treatment		94%	80%	92%
✓	Outcome		86%	80%	83%
🔴	Recovery		73%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	13	6%	16%
26-34	31	14%	24%
35-44	63	28%	19%
45-54	58	26%	23%
55-64	51	23%	14%
65+	7	3%	4%

Gender

Gender	#	%		State Avg
Female	144	65%	▲	40%
Male	79	35%	▼	60%

Ethnicity

Ethnicity	#	%		State Avg
Hisp-Puerto Rican	100	45%	▲	12%
Non-Hispanic	70	31%	▼	75%
Hispanic-Other	47	21%	▲	6%
Unknown	4	2%		6%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican	1	0%		1%

Race

Race	#	%	State Avg
White/Caucasian	151	68%	66%
Other	38	17%	13%
Black/African American	23	10%	17%
Am. Indian/Native Alaskan	4	2%	1%
Unknown	4	2%	3%
Asian	2	1%	1%
Multiple Races	1	0%	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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	31	-16%	▼
Admits	17	11	55%	▲
Discharges	12	21	-43%	▼
Service Hours	1,262	1,241	2%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	66%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	67%
✓ SA Screen Complete		100%	62%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		5	42%	50%	40%	-8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		24	89%	60%	66%	29%	▲
✓ Stable Living Situation		26	96%	95%	85%	1%	
✓ Improved/Maintained Axis V GAF Score		19	90%	75%	57%	15%	▲
🔴 Employed		1	4%	30%	21%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		15	100%	90%	86%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		16	94%	75%	69%	19%	▲

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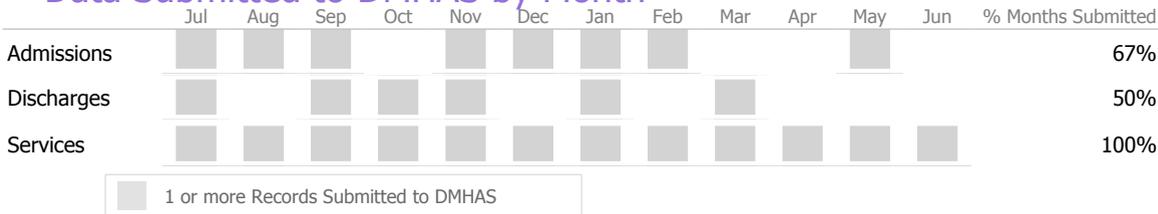
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢			▢		▢	▢			▢		67%
Discharges	▢		▢	▢			▢		▢				50%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢		100%

▢ 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	95	114	-17%	▼
Admits	11	40	-73%	▼
Discharges	22	31	-29%	▼
Service Hours	1,670	2,293	-27%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		12	55%	50%	54%	5%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		91	95%	60%	73%	35%	▲
✓	Stable Living Situation		94	98%	80%	91%	18%	▲
🔴	Employed		4	4%	20%	12%	-16%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		100%	97%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		88%	72%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		71	96%	90%	95%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					■	■		■		■	■		50%
Discharges	■	■	■	■		■	■	■	■		■		75%
Services	■	■	■	■	■	■	■	■		■		■	83%

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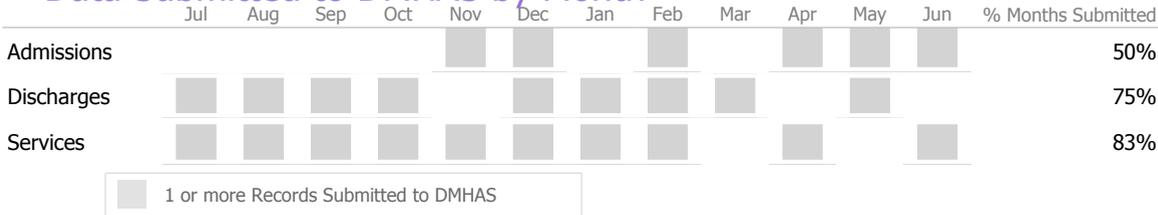
▲ > 10% Over   ▼ < 10% Under

■ 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	122	187	-35%	▼
Admits	85	96	-11%	▼
Discharges	45	153	-71%	▼
Service Hours	1,606	1,505	7%	

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✔ Valid NOMS Data		99%	94%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		83%	66%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	67%
✔ SA Screen Complete		100%	62%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		12	27%	50%	40%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		106	86%	60%	66%	26%	▲
✔ Stable Living Situation		121	98%	95%	85%	3%	
✔ Improved/Maintained Axis V GAF Score		78	86%	75%	57%	11%	▲
🔴 Employed		14	11%	30%	21%	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		73	94%	90%	86%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		66	79%	75%	69%	4%

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 93 Active Standard Outpatient Programs