Catholic Charities- Waterbury
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019   (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	204	168	21%	▲
	Admits	48	25	92%	▲
	Discharges	34	33	3%	
	Service Hours	1,233	1,026	20%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		136	54.2%
	Case Management		115	45.8%

Consumer Satisfaction Survey   (Based on 130 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		97%	80%	93%
✓	Overall		97%	80%	91%
✓	Respect		97%	80%	91%
✓	Participation in Treatment		96%	80%	92%
✓	Recovery		93%	80%	79%
✓	General Satisfaction		92%	80%	92%
✓	Access		91%	80%	88%
✓	Outcome		88%	80%	83%

▬ Satisfied %	│ Goal %	▒ 0-80%	░ 80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		8	4%	9%
26-34		28	14%	22%
35-44		33	16%	21%
45-54		58	28%	20%
55-64		57	28%	20%
65+		20	10%	7%

Gender

Gender		#	%		State Avg
Female		130	64%	▲	41%
Male		74	36%	▼	59%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Hisp-Puerto Rican		103	50%	▲	12%
Non-Hispanic		50	25%	▼	71%
Hispanic-Other		35	17%		7%
Unknown		14	7%		9%
Hispanic-Mexican		2	1%		1%
Hispanic-Cuban					0%

Race

Race		#	%		State Avg
White/Caucasian		156	76%	▲	64%
Other		22	11%		13%
Black/African American		18	9%		16%
Unknown		7	3%		5%
Am. Indian/Native Alaskan		1	0%		1%
Asian					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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	20	-20%	▼
Admits	3	3	0%	
Discharges	4	6	-33%	▼
Service Hours	424	502	-15%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		100%	86%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✓ 6 Month Updates		100%	56%

Co-occurring	Actual % vs Goal	Actual	State Avg
✓ MH Screen Complete		75%	61%
✓ SA Screen Complete		75%	61%

Diagnosis	Actual % vs Goal	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	50%	50%	46%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		15	94%	60%	62%	34%	▲
✓ Stable Living Situation		16	100%	95%	79%	5%	
✓ Improved/Maintained Axis V GAF Score		11	100%	75%	42%	25%	▲
● Employed		0	0%	30%	22%	-30%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	74%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		3	100%	75%	78%	25%	▲

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 89 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	114	72	58%	▲
Admits	21	7	200%	▲
Discharges	19	8	138%	▲
Service Hours	364	232	57%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		89%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	63%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		4	21%	50%	62%	-29%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		93	81%	60%	63%	21%	▲
✓ Stable Living Situation		98	85%	80%	74%	5%	
● Employed		7	6%	20%	12%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		67	70%	90%	76%	-20%	▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 24 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	122	109	12%	▲
Admits	24	14	71%	▲
Discharges	11	19	-42%	▼
Service Hours	445	293	52%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		88%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		67%	56%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		73%	61%
✓ SA Screen Complete		69%	61%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	97%
✓ Valid Axis V GAF Score		98%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		1	9%	50%	46%	-41%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		93	76%	60%	62%	16%	▲
●	Stable Living Situation		108	89%	95%	79%	-6%	
✓	Improved/Maintained Axis V GAF Score		74	80%	75%	42%	5%	
●	Employed		12	10%	30%	22%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		100	90%	90%	74%	0%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		13	54%	75%	78%	-21%	▼

▲ > 10% Over   ▼ < 10% Under

▮ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 89 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		1	100%	85%	88%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		0	0%	90%	92%	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		0%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs