Catholic Charities- Waterbury
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - June 2016   (Data as of Sep 12, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	191	223	-14%	▼
	Admits	52	118	-56%	▼
	Discharges	55	88	-38%	▼
	Service Hours	4,459	4,840	-8%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		124	59.3%
	Case Management		85	40.7%

Consumer Satisfaction Survey   (Based on 81 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Respect		97%	80%	91%
✔	Participation in Treatment		96%	80%	92%
✔	Quality and Appropriateness		95%	80%	93%
✔	General Satisfaction		95%	80%	92%
✔	Access		94%	80%	88%
✔	Overall		90%	80%	91%
🔴	Outcome		75%	80%	83%
🔴	Recovery		71%	80%	79%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		5	3% ▼	15%
26-34		19	10% ▼	24%
35-44		45	24%	19%
45-54		58	30%	22%
55-64		54	28% ▲	15%
65+		10	5%	4%

Gender

Gender		#	%	State Avg
Female		128	67% ▲	40%
Male		63	33% ▼	60%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Hisp-Puerto Rican		90	47% ▲	12%
Non-Hispanic		63	33% ▼	75%
Hispanic-Other		33	17%	7%
Unknown		3	2%	6%
Hispanic-Mexican		2	1%	1%
Hispanic-Cuban				0%

Race

Race		#	%	State Avg
White/Caucasian		133	70%	65%
Other		33	17%	13%
Black/African American		16	8%	16%
Am. Indian/Native Alaskan		4	2%	1%
Unknown		3	2%	3%
Asian		2	1%	1%
Multiple Races				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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	27	-7%	
Admits	9	19	-53%	▼
Discharges	10	13	-23%	▼
Service Hours	1,485	1,304	14%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	63%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	78%
✔ SA Screen Complete		100%	76%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		9	90%	50%	42%	40%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		22	88%	60%	69%	28%	▲
✔ Improved/Maintained Axis V GAF Score		19	90%	75%	53%	15%	▲
✔ Stable Living Situation		24	96%	95%	86%	1%	
🔴 Employed		1	4%	30%	22%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		13	87%	90%	86%	-3%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		9	100%	75%	65%	25%	▲

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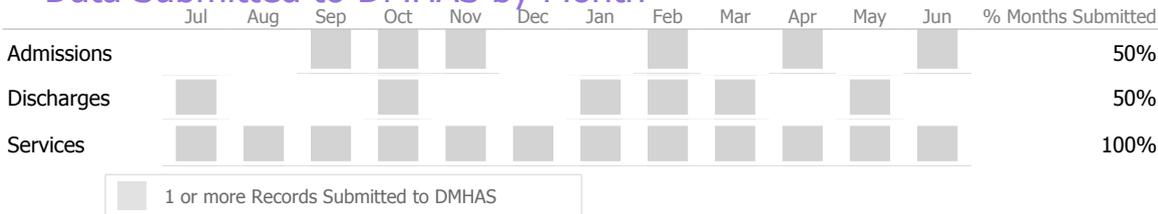
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪	▪	▪			▪		▪			50%
Discharges	▪			▪		▪	▪	▪		▪			50%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 94 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	85	97	-12%	▼
Admits	11	13	-15%	▼
Discharges	21	24	-13%	▼
Service Hours	1,129	1,928	-41%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		92%	65%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		10	48%	50%	56%	-2%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		78	92%	60%	65%	32%	▲
✓	Stable Living Situation		82	96%	80%	82%	16%	▲
🔴	Employed		4	5%	20%	12%	-15%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		64	100%	90%	67%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪		▪		▪	▪					58%
Discharges	▪		▪	▪	▪	▪	▪	▪	▪	▪		▪	83%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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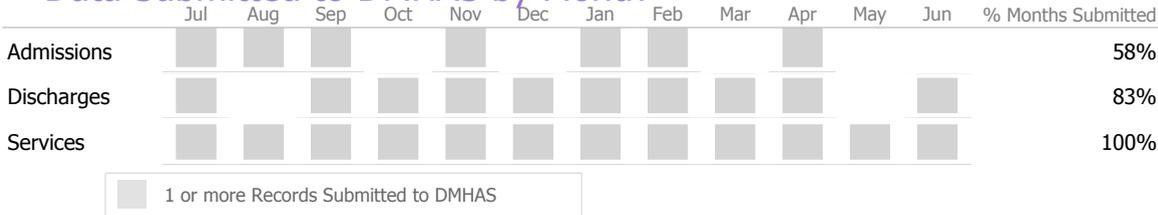
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	104	123	-15%	▼
Admits	32	86	-63%	▼
Discharges	24	51	-53%	▼
Service Hours	1,845	1,608	15%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	92%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	87%	63%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	78%
✔	SA Screen Complete	100%	76%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	99%
✔	Valid Axis V GAF Score	100%	86%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		5	21%	50%	42%	-29%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		95	90%	60%	69%	30%	▲
✔	Stable Living Situation		103	98%	95%	86%	3%	
✔	Improved/Maintained Axis V GAF Score		73	79%	75%	53%	4%	
🔴	Employed		9	9%	30%	22%	-21%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		81	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		17	53%	75%	65%	-22%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢		▢	▢	▢	▢	▢		▢		▢	75%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✔ Goal Met | 🔴 Below Goal |

* State Avg based on 94 Active Standard Outpatient Programs