Catholic Charities- Waterbury
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - March 2018   (Data as of Jun 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	195	204	-4%	
	Admits	49	69	-29%	▼
	Discharges	66	46	43%	▲
	Service Hours	3,597	4,181	-14%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		136	58.6%
	Case Management		96	41.4%

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%

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

Client Demographics

Age

Age		#	%		State Avg
18-25		11	6%		13%
26-34		19	10%	▼	24%
35-44		36	19%		20%
45-54		53	27%		21%
55-64		67	35%	▲	17%
65+		8	4%		5%

Gender

Gender		#	%		State Avg
Female		117	60%	▲	40%
Male		78	40%	▼	60%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Hisp-Puerto Rican		100	51%	▲	12%
Non-Hispanic		67	34%	▼	73%
Hispanic-Other		20	10%		7%
Unknown		6	3%		7%
Hispanic-Mexican		2	1%		1%
Hispanic-Cuban					0%

Race

Race		#	%	State Avg
White/Caucasian		140	72%	64%
Other		26	13%	13%
Black/African American		16	8%	16%
Unknown		9	5%	4%
Am. Indian/Native Alaskan		2	1%	1%
Asian		2	1%	1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

Legend: 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 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	27	-11%	▼
Admits	7	12	-42%	▼
Discharges	10	12	-17%	▼
Service Hours	1,268	1,072	18%	▲

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		92%	69%

Cooccurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		71%	87%
SA Screen Complete		71%	87%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	96%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	50%	50%	44%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Improved/Maintained Axis V GAF Score		23	100%	75%	51%	25%	▲
✓ Social Support		16	67%	60%	69%	7%	
🔴 Stable Living Situation		22	92%	95%	85%	-3%	
🔴 Employed		0	0%	30%	23%	-30%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		5	71%	75%	68%	-4%

Data Submitted to DMHAS by Month
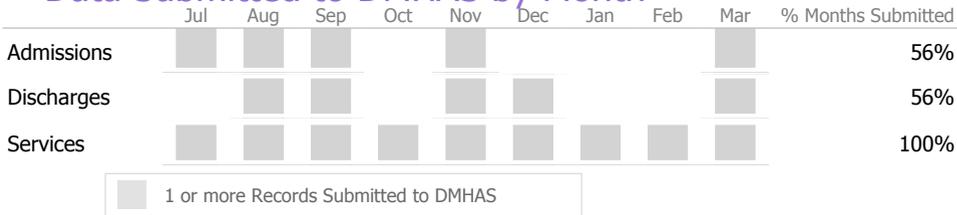
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										56%
Discharges										56%
Services										100%

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 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	96	92	4%	
Admits	16	21	-24%	▼
Discharges	25	10	150%	▲
Service Hours	1,287	1,343	-4%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		69%	62%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		6	24%	50%	61%	-26%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		83	86%	60%	70%	26%	▲
✔	Stable Living Situation		91	94%	80%	83%	14%	▲
🔴	Employed		7	7%	20%	11%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		68	94%	90%	66%	4%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 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 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	120	124	-3%	
Admits	26	36	-28%	▼
Discharges	31	24	29%	▲
Service Hours	1,042	1,765	-41%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	94%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		70%	69%

Cooccurring		Actual	State Avg
MH Screen Complete		45%	87%
SA Screen Complete		45%	87%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
✔ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		3	10%	50%	44%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		101	84%	60%	69%	24%	▲
✔ Improved/Maintained Axis V GAF Score		91	88%	75%	51%	13%	▲
🔴 Stable Living Situation		110	92%	95%	85%	-3%	
🔴 Employed		11	9%	30%	23%	-21%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		86	97%	90%	88%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		19	73%	75%	68%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										89%
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 - March 2018 (Data as of Jun 13, 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	78%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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