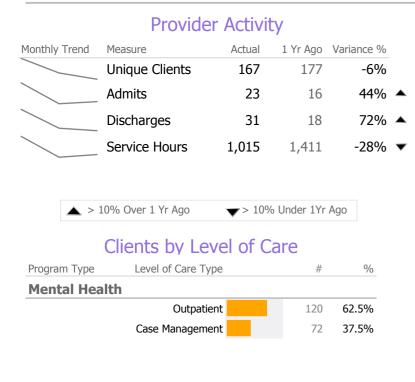
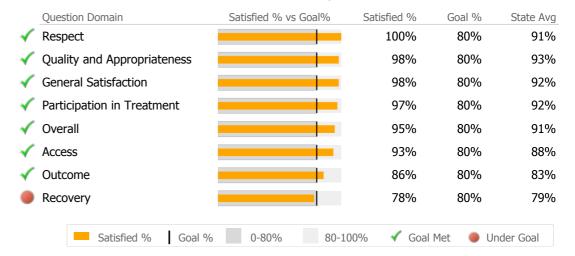
#### **Catholic Charities- Waterbury** Waterbury, CT

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)



#### **Consumer Satisfaction Survey** (Based on 92 FY18 Surveys)



#### **Client Demographics**

Hisp-Puerto Rica Non-Hispani

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	4	2%	10%	Female	101	60%	<b>▲</b> 41%
26-34	14	8%	▼ 22%	Male 📒 📔	66	40%	▼ 58%
35-44	34	20%	20%	Transgender			0%
45-54	41	25%	21%				
55-64	61	37%	<b>▲</b> 19%				
65+	12	7%	7%	Race	#	%	State Avg
				White/Caucasian	127	76%	<b>▲</b> 63%
Ethnicity	#	%	State Avg	Other <mark> </mark>	19	11%	13%
Hisp-Puerto Rican	97	58%	<b>▲</b> 13%	Black/African American	10	6%	16%
Non-Hispanic	44	26%	▼ 71%	Unknown	7	4%	5%
Hispanic-Other	18	11%	7%	Am. Indian/Native Alaskan	2	1%	1%
Unknown	7	4%	8%	Asian	2	1%	1%
1				Multiple Races			1%
Hispanic-Mexican	1	1%	1%	Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban			0%				
	Unique C	lients	State Avg	▲ > 10% Over State Avg ▼	> 10% L	Inder S	tate Avg

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	22	-5%	
Admits	3	5	-40% 🔻	
Discharges	5	5	0%	
Service Hours	499	486	3%	

# Data Submission Quality

Valid NOMS Data	91%	96%
On-Time Periodic	Actual	
On-Time Periodic	Actual	
	Actual	State Avg
6 Month Updates	43%	65%
Cooccurring	Actual	State Avg
MH Screen Complete	83%	91%
SA Screen Complete	83%	91%

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

# Data Submitted to DMHAS by Month



#### **Discharge Outcomes**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Succes	ssfully	3	60%	50%	55%	10%
Recovery						
National Recovery Measures (NON	MS) Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		16	76%	60%	65%	16%
Stable Living Situation		17	81%	95%	82%	-14%
/ Improved/Maintained Axis V (	GAF Score	11	92%	75%	42%	17%
Employed		1	5%	30%	22%	-25%
Service Utilization	า					
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	94%	90%	79%	4%
Service Engagem	nent					
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30	days	3	100%	75%	68%	25%



\* State Avg based on 93 Active Standard Outpatient Programs

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

# **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	85	-15% 🔻	
Admits	7	5	40% 🔺	
Discharges	8	6	33% 🔺	
Service Hours	231	512	-55% 🔻	

# Data Submission Quality

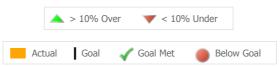


### Data Submitted to DMHAS by Month

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

#### Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<b>√</b>	Treatment Completed Successfully		4	50%	50%	42%	0%
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<b>«</b>	Social Support		64	89%	60%	63%	29%
<b>«</b>	Stable Living Situation		66	92%	80%	76%	12%
	Employed	•	5	7%	20%	9%	-13%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	Clients Receiving Services		55	86%	90%	69%	-4%



\* State Avg based on 30 Active Standard Case Management Programs

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	107	103	4%	
Admits	13	6	117% 🔺	
Discharges	18	7	157% 🔺	
Service Hours	285	413	-31% 🔻	

# Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	58%	65%
Cooccurring	Actual	State Avg
MH Screen Complete	47%	91%
SA Screen Complete	47%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	96%

### **Discharge Outcomes**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		3	17%	50%	55%	-33%	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Social Support		75	70%	60%	65%	10%	
Stable Living Situation		98	92%	95%	82%	-3%	
Improved/Maintained Axis V GAF Score		66	76%	75%	42%	1%	
Employed	<b>—</b> 1	13	12%	30%	22%	-18%	
Lilipioyeu	-	15	12 /0	5070	2270	1070	
Service Utilization	•	15	1270	5070	2270	1070	
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Actual % vs Goal %						_
Service Utilization	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	-
Service Utilization Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	-

# Data Submitted to DMHAS by Month

96%

89%

	Jui	Aug	Sep	% Monuns Submitted
Admissions				100%
Discharges				100%
Services				67%
	1 or mo	re Recor	ds Subr	nitted to DMHAS

Valid Axis V GAF Score

▲ > 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 2018 - September 2018 (Data as of Dec 13, 2018)

### Program Activity

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

#### Recovery

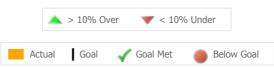
·							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		N/A	N/A	85%	92%	-85%	-
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		N/A	N/A	90%	95%	N/A	-

## 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	81%

#### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
	1 or mo	re Recor	ds Subr	nitted to DMHAS



\* State Avg based on 52 Active Supportive Housing – Development Programs