Catholic Charities- Waterbury
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	184	235	-22% ▼
	Admits	64	110	-42% ▼
	Discharges	104	125	-17% ▼
	Service Hours	2,374	3,603	-34% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	148	57.6%
	Case Management	109	42.4%

Consumer Satisfaction Survey

(Based on 118 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Participation in Treatment		88%	80%	92%
✓ Overall		87%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ Access		86%	80%	88%
✓ Respect		83%	80%	91%
● Outcome		74%	80%	83%
● Recovery		67%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	3	2%	10%
26-34	13	7% ▼	22%
35-44	33	18%	23%
45-54	55	30% ▲	19%
55-64	54	29%	19%
65+	26	14%	8%

Gender	#	%	State Avg
Female	119	65% ▲	42%
Male	65	35% ▼	58%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	110	60% ▲	12%
Non-Hispanic	44	24% ▼	69%
Hispanic-Other	26	14%	8%
Unknown	3	2%	11%
Hispanic-Mexican	1	1%	0%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	144	78% ▲	62%
Other	19	10%	13%
Black/African American	13	7%	17%
Unknown	7	4%	6%
Am. Indian/Native Alaskan	1	1%	0%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	24	-21%	▼
Admits	6	10	-40%	▼
Discharges	12	12	0%	
Service Hours	839	1,324	-37%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	93%	86%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	67%	55%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	89%	78%
✓ SA Screen Complete	85%	79%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■		■	■	■			■		56%
Discharges	■		■	■			■	■		56%
Services	■	■	■	■	■		■	■	■	89%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		8	67%	50%	34%	17%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		19	100%	60%	62%	40%	▲
✓ Stable Living Situation		19	100%	95%	74%	5%	
● Employed		1	5%	30%	23%	-25%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		6	100%	75%	76%	25%	▲

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	109	143	-24%
Admits	27	50	-46%
Discharges	48	67	-28%
Service Hours	704	1,050	-33%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	80%	53%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		27	56%	50%	73%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		104	95%	60%	71%	35%
Stable Living Situation		107	97%	80%	81%	17%
Employed		9	8%	20%	11%	-12%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		59	95%	90%	77%	5%

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 24 Active Standard Case Management Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2020 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	138	152	-9%	
Admits	31	50	-38%	▼
Discharges	44	46	-4%	
Service Hours	831	1,229	-32%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	92%	86%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	27%	55%

Co-occurring	Actual	State Avg
MH Screen Complete	67%	78%
SA Screen Complete	67%	79%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		16	36%	50%	34%	-14%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		127	89%	60%	62%	29%	▲
✓ Stable Living Situation		139	97%	95%	74%	2%	
● Employed		14	10%	30%	23%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		99	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		12	40%	75%	76%	-35%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■			■	78%
Discharges	■	■	■		■	■		■	■	78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.