

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	367	626	-41%	▼
	Admits	52	143	-64%	▼
	Discharges	172	263	-35%	▼
	Service Hours	1,167	912	28%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	171	42.6%
	Inpatient	229	57.4%
Mental Health	Outpatient	96	23.9%
	Case Management	62	15.5%
Forensic SA	Forensics Community-based	72	18.0%

Consumer Satisfaction Survey

(Based on 134 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Overall		98%	80%	91%
✓ Participation in Treatment		98%	80%	92%
✓ Access		96%	80%	88%
✓ General Satisfaction		95%	80%	92%
✓ Respect		94%	80%	91%
✓ Outcome		89%	80%	83%
✓ Recovery		89%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	35	10%	8%
26-34	73	20%	18%
35-44	81	22%	24%
45-54	73	20%	19%
55-64	62	17%	20%
65+	43	12%	11%

Gender	#	%	State Avg
Male	219	60%	58%
Female	148	40%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	180	49%	▲ 11%
Non-Hispanic	114	31%	▼ 66%
Hispanic-Other	59	16%	10%
Hispanic-Mexican	12	3%	1%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	▼ 13%

Race	#	%	State Avg
White/Caucasian	186	51%	60%
Other	92	25%	▲ 12%
Black/African American	80	22%	17%
Unknown	5	1%	8%
Am. Indian/Native Alaskan	1	0%	1%
Asian	1	0%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Cathedral Green

Catholic Charities - of Hartford

Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	1	-	
Discharges	-	-	
Service Hours	48	52	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	91%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 68 Active Supportive Housing – Development Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	171	107	60% ▲
Admits	39	45	-13% ▼
Discharges	64	24	167% ▲
Service Hours	522	366	43% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	89%
Valid TEDS Data	97%	76%
On-Time Periodic		
6 Month Updates	71%	11%
Diagnosis		
Valid Axis I Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		30	47%	50%	51%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		165	91%	75%	48%	16% ▲
Stable Living Situation		164	91%	95%	49%	-4%
Employed		66	36%	50%	25%	-14% ▼
Improved/Maintained Function Score		107	88%	75%	30%	13% ▲
Abstinence/Reduced Drug Use		69	38%	55%	24%	-17% ▼
Self Help		9	5%	60%	14%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		101	86%	90%	32%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		24	63%	75%	49%	-12% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 103 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	17	-6%
Admits	2	1	100% ▲
Discharges	4	-	
Service Hours	412	384	7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	74%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	55%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	94%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	37%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		12	75%	60%	62%	15% ▲
✓ Stable Living Situation		16	100%	95%	71%	5%
✓ Improved/Maintained Function Score		12	100%	75%	35%	25% ▲
● Employed		1	6%	30%	23%	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	92%	90%	79%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		2	100%	75%	61%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 75 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	44	-7%
Admits	6	5	20% ▲
Discharges	9	4	125% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	67%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	33%	50%	69%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		40	98%	60%	74%	38% ▲
Stable Living Situation		41	100%	80%	82%	20% ▲
Employed		2	5%	20%	17%	-15% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	28	31	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	91%	15% ▲

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 68 Active Supportive Housing – Development Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	83	90	-8%
Admits	4	4	0%
Discharges	23	4	475% ▲
Service Hours	158	79	99% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	63%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	81%	55%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	4%	50%	37%	-46% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		66	78%	60%	62%	18% ▲
✓ Improved/Maintained Function Score		62	78%	75%	35%	3%
● Stable Living Situation		78	92%	95%	71%	-3%
● Employed		12	14%	30%	23%	-16% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		58	94%	90%	79%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		1	25%	75%	61%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 75 Active Standard Outpatient Programs

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