

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	412	734	-44%	▼
	Admits	109	269	-59%	▼
	Discharges	224	406	-45%	▼
	Service Hours	2,259	1,993	13%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Outpatient	208	45.9%
	Inpatient	24	5.4%
Mental Health	Outpatient	103	22.7%
	Case Management	70	15.5%
Forensic SA	Forensics Community-based	72	15.9%

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	38	9%	8%
26-34	85	21%	19%
35-44	94	23%	24%
45-54	77	19%	18%
55-64	74	18%	19%
65+	44	11%	10%

Gender	#	%	State Avg
Male	248	60%	59%
Female	164	40%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Hisp-Puerto Rican	203	49%	▲ 10%
Non-Hispanic	129	31%	▼ 65%
Hispanic-Other	64	16%	10%
Hispanic-Mexican	14	3%	1%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	▼ 14%

Race	#	%	State Avg
White/Caucasian	201	49%	▼ 60%
Other	112	27%	▲ 12%
Black/African American	90	22%	17%
Unknown	4	1%	8%
Asian	2	0%	1%
Am. Indian/Native Alaskan	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

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

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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	14	-7%
Admits	1	-	
Discharges	1	-	
Service Hours	95	117	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	92%	15% ▲

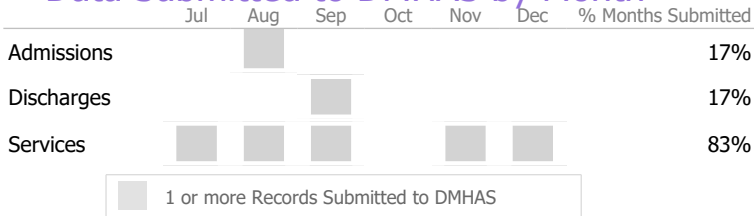
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 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	208	134	55% ▲
Admits	79	76	4%
Discharges	108	42	157% ▲
Service Hours	1,020	744	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	88%
Valid TEDS Data	98%	75%
On-Time Periodic		
6 Month Updates	70%	10%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		56	52%	50%	53%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		204	93%	75%	53%	18% ▲
● Stable Living Situation		201	91%	95%	55%	-4%
✓ Improved/Maintained Function Score		145	88%	75%	41%	13% ▲
● Abstinence/Reduced Drug Use		97	44%	55%	28%	-11% ▼
● Employed		79	36%	50%	28%	-14% ▼
● Self Help		10	5%	60%	15%	-55% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		105	94%	90%	37%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		53	68%	75%	45%	-7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 101 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	18	19	-5%
Admits	4	3	33% ▲
Discharges	4	3	33% ▲
Service Hours	746	836	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	52%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	38%	25% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	94%	60%	63%	34% ▲
✓ Stable Living Situation		18	100%	95%	72%	5%
✓ Improved/Maintained Function Score		14	100%	75%	41%	25% ▲
● Employed		2	11%	30%	25%	-19% ▼

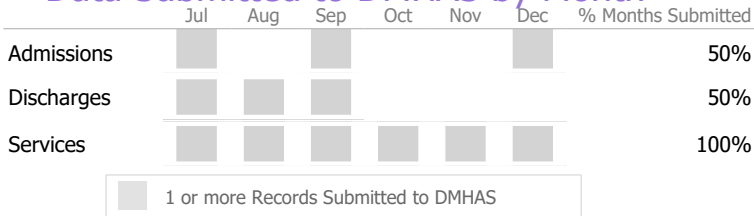
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	93%	90%	84%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		4	100%	75%	61%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 77 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	48	51	-6%
Admits	12	11	9%
Discharges	10	9	11% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	30%	50%	62%	-20% ▼

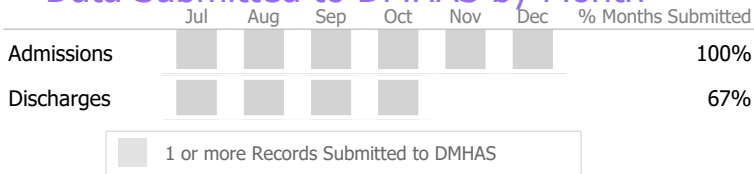
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		45	94%	60%	72%	34% ▲
✓ Stable Living Situation		47	98%	80%	82%	18% ▲
● Employed		4	8%	20%	18%	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		93%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		66%

Data Submitted to DMHAS by Month



▲ > 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	9	8	13% ▲
Admits	1	-	
Discharges	1	1	0%
Service Hours	45	53	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	85%	92%	15% ▲

Service Utilization

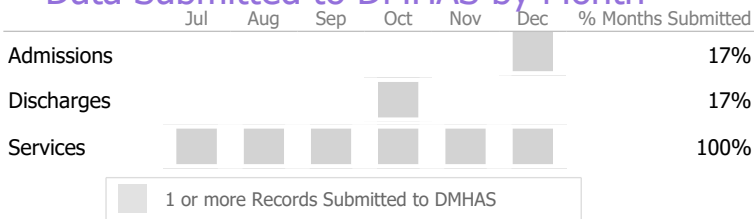
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 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	89	99	-10% ▼
Admits	12	14	-14% ▼
Discharges	28	12	133% ▲
Service Hours	353	244	45% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	60%	52%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	7%	50%	38%	-43% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		77	83%	60%	63%	23% ▲
Stable Living Situation		90	97%	95%	72%	2%
Improved/Maintained Function Score		66	80%	75%	41%	5%
Employed		12	13%	30%	25%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		65	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		8	67%	75%	61%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 77 Active Standard Outpatient Programs

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