**Catholic Charities - of Hartford**
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - March 2024   (Data as of Jun 10, 2024)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 446 | 888 | -50% | ▼ |
| | Admits | 159 | 450 | -65% | ▼ |
| | Discharges | 266 | 594 | -55% | ▼ |
| | Service Hours | 3,347 | 3,082 | 9% | |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Addiction** | | | | |
| | Outpatient | | 234 | 47.6% |
| **Mental Health** | | | | |
| | Outpatient | | 108 | 22.0% |
| | Case Management | | 78 | 15.9% |
| **Forensic SA** | | | | |
| | Forensics Community-based | | 72 | 14.6% |

## 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 | | 44 | 10% | 9% |
| 26-34 | | 89 | 20% | 20% |
| 35-44 | | 104 | 23% | 25% |
| 45-54 | | 84 | 19% | 18% |
| 55-64 | | 78 | 17% | 19% |
| 65+ | | 47 | 11% | 10% |

### Gender

| | | # | % | State Avg |
|---|---|---|---|---|
| Male | | 273 | 61% | 59% |
| Female | | 173 | 39% | 40% |
| Transgender | | | | 0% |

### Ethnicity

| | | # | % | | State Avg |
|---|---|---|---|---|---|
| Hisp-Puerto Rican | | 221 | 50% | ▲ | 10% |
| Non-Hispanic | | 142 | 32% | ▼ | 64% |
| Hispanic-Other | | 67 | 15% | | 10% |
| Hispanic-Mexican | | 14 | 3% | | 1% |
| Hispanic-Cuban | | 1 | 0% | | 0% |
| Unknown | | 1 | 0% | ▼ | 14% |

### Race

| | | # | % | | State Avg |
|---|---|---|---|---|---|
| White/Caucasian | | 212 | 48% | ▼ | 59% |
| Other | | 128 | 29% | ▲ | 12% |
| Black/African American | | 97 | 22% | | 17% |
| Unknown | | 4 | 1% | | 9% |
| 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 |
|---|---|---|---|---|

Variances 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 - March 2024  (Data as of Jun 10, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 14 | 14 | 0% | |
| Admits | 2 | - | | |
| Discharges | 1 | 2 | -50% | ▼ |
| Service Hours | 155 | 163 | -5% | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 14 | 100% | 85% | 93% | 15% | ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 13 | 100% | 90% | 98% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 100% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 82% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | ▪ | | | | | | ▪ | | 22% |
| Discharges | | | ▪ | | | | | | | 11% |
| Services | ▪ | ▪ | ▪ | | ▪ | ▪ | ▪ | ▪ | | 89% |

▪ 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

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

**Hartford -IHF HASAP Hispanic Alcohol Program**
Catholic Charities - of Hartford
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024  (Data as of Jun 10, 2024)
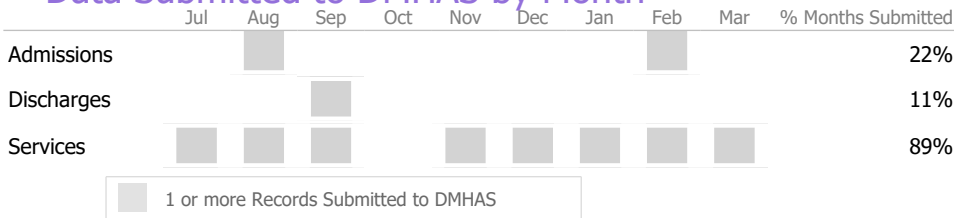
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 234 | 181 | 29% | ▲ |
| Admits | 111 | 128 | -13% | ▼ |
| Discharges | 139 | 87 | 60% | ▲ |
| Service Hours | 1,414 | 1,224 | 16% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid NOMS Data | 97% | 89% |
| ✓ | Valid TEDS Data | 97% | 67% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ | 6 Month Updates | 72% | 9% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid Axis I Diagnosis | 100% | 99% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ● | Treatment Completed Successfully | | 64 | 46% | 50% | 52% | -4% |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Not Arrested | | 231 | 92% | 75% | 58% | 17% | ▲ |
| ● | Stable Living Situation | | 231 | 92% | 95% | 59% | -3% | |
| ✓ | Improved/Maintained Function Score | | 175 | 89% | 75% | 46% | 14% | ▲ |
| ● | Abstinence/Reduced Drug Use | | 116 | 46% | 55% | 32% | -9% | |
| ● | Employed | | 97 | 38% | 50% | 30% | -12% | ▼ |
| ● | Self Help | | 10 | 4% | 60% | 16% | -56% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 106 | 94% | 90% | 41% | 4% |

## Service Engagement

| Outpatient | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | 2 or more Services within 30 days | | 76 | 70% | 75% | 45% | -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 101 Active Standard Outpatient Programs

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

**Waterbury - Adelante OP**
Catholic Charities - of Hartford
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024  (Data as of Jun 10, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 22 | 20 | 10% | |
| Admits | 9 | 4 | 125% | ▲ |
| Discharges | 7 | 6 | 17% | ▲ |
| Service Hours | 1,209 | 1,200 | 1% | |

## Data Submission Quality

| Data Entry | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 84% | 89% |

| On-Time Periodic | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 89% | 54% |

| Diagnosis | Actual % vs Goal % | 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 | | 3 | 43% | 50% | 42% | -7% | |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 22 | 96% | 60% | 65% | 36% | ▲ |
| ✓ | Stable Living Situation | | 22 | 96% | 95% | 74% | 1% | |
| ✓ | Improved/Maintained Function Score | | 16 | 100% | 75% | 46% | 25% | ▲ |
| 🔴 | Employed | | 1 | 4% | 30% | 26% | -26% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 15 | 94% | 90% | 89% | 4% | |

## Service Engagement

| | Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | 2 or more Services within 30 days | | 9 | 100% | 75% | 66% | 25% | ▲ |

## Data Submitted to DMHAS by Month
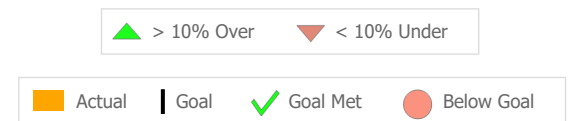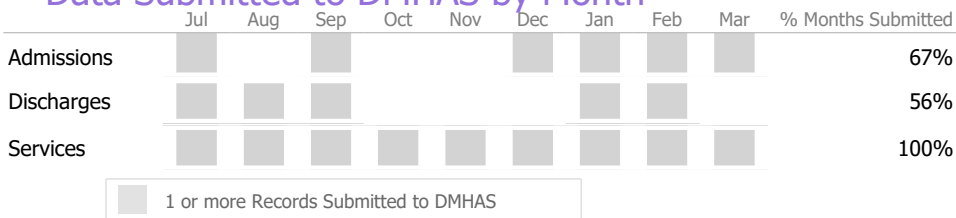
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▪ | | ▪ | | | ▪ | ▪ | ▪ | ▪ | 67% |
| Discharges | ▪ | ▪ | ▪ | | | | ▪ | ▪ | | 56% |
| Services | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    🔴 Below Goal

\* State Avg based on 77 Active Standard Outpatient Programs

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

**Waterbury - Hispanic CM**
Catholic Charities - of Hartford
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024  (Data as of Jun 10, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 53 | 57 | -7% | ▼ |
| Admits | 17 | 19 | -11% | ▼ |
| Discharges | 13 | 22 | -41% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 98% | 94% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 87% | 75% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 5 | 38% | 50% | 62% | -12% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Social Support | | 47 | 89% | 60% | 74% | 29% | ▲ |
| ✓ Stable Living Situation | | 53 | 100% | 80% | 82% | 20% | ▲ |
| 🔴 Employed | | 4 | 8% | 20% | 17% | -12% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | 100% |
| Discharges | ■ | ■ | ■ | | | | ■ | ■ | | 67% |

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal
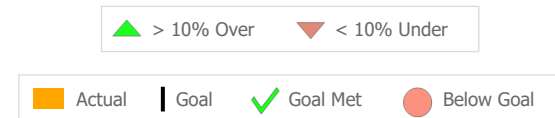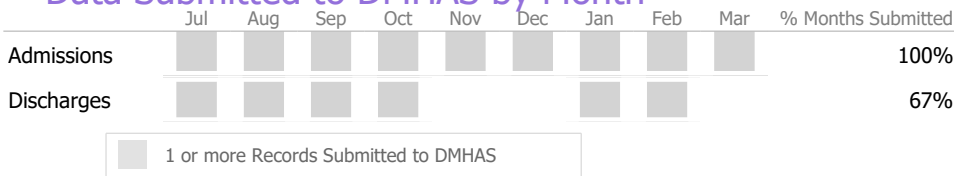
* State Avg based on 25 Active Standard Case Management Programs

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

**Waterbury- St. Francis Xavier**
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 - March 2024  (Data as of Jun 10, 2024)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 11 | 8 | 38% | ▲ |
| Admits | 3 | - | | |
| Discharges | 1 | 1 | 0% | |
| Service Hours | 81 | 83 | -3% | |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Stable Living Situation | | 11 | 100% | 85% | 93% | 15% | ▲ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 10 | 100% | 90% | 98% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid NOMS Data | 100% | 98% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ | 6 Month Updates | 100% | 82% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | ▪ | ▪ | ▪ | | 33% |
| Discharges | | | | ▪ | | | | | | 11% |
| 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

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

**Waterbury-Clinical Services**
Catholic Charities - of Hartford
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024  (Data as of Jun 10, 2024)
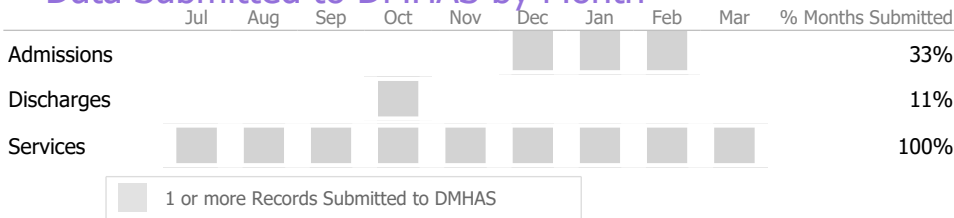
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 94 | 108 | -13% | ▼ |
| Admits | 17 | 25 | -32% | ▼ |
| Discharges | 33 | 21 | 57% | ▲ |
| Service Hours | 488 | 413 | 18% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 73% | 89% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| 🔴 6 Month Updates | | 26% | 54% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 99% | 98% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 4 | 12% | 50% | 42% | -38% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✔ Social Support | | 79 | 81% | 60% | 65% | 21% | ▲ |
| ✔ Stable Living Situation | | 94 | 96% | 95% | 74% | 1% | |
| ✔ Improved/Maintained Function Score | | 68 | 78% | 75% | 46% | 3% | |
| 🔴 Employed | | 12 | 12% | 30% | 26% | -18% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 63 | 97% | 90% | 89% | 7% |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ 2 or more Services within 30 days | | 11 | 65% | 75% | 66% | -10% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▪ | ▪ | ▪ | ▪ | | ▪ | ▪ | ▪ | ▪ | 89% |
| 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 77 Active Standard Outpatient Programs

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