Waterbury Hospital Health Center
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,014	2,251	-10%
	Admits	1,931	4,273	-55% ▼
	Discharges	1,662	3,463	-52% ▼
	Service Hours	4,275	1,399	

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

Consumer Satisfaction Survey (Based on 74 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ Respect		93%	80%	91%
✓ Overall		89%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Access		88%	80%	88%
✓ Outcome		81%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,108	45.5%
	Crisis Services	710	29.2%
	Recovery Support	515	21.2%
	IOP	100	4.1%

Client Demographics

Age	#	%	State Avg
18-25	186	9%	9%
26-34	311	16%	19%
35-44	340	17%	26%
45-54	355	18%	18%
55-64	414	21%	18%
65+	355	18%	10%

Gender	#	%	State Avg
Male	1,009	50%	60%
Female	1,008	50%	40%
Transgender/Other	1	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,539	76% ▲	64%
Hispanic-Other	335	17%	12%
Hisp-Puerto Rican	89	4%	10%
Unknown	53	3% ▼	14%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	1,234	61%	58%
Black/African American	366	18%	18%
Other	330	16%	12%
Unknown	42	2%	10%
Asian	20	1%	1%
Multiple Races	14	1%	1%
Am. Indian/Native Alaskan	8	0%	1%
Hawaiian/Other Pacific Islander	4	0%	0%

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

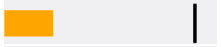
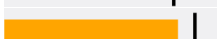
Crisis 522-200
Waterbury Hospital Health Center
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	709	822	-14%
Admits	933	1,012	-8%
Discharges	931	1,016	-8%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		218	23%	90%	75%	-67%
Community Location Evaluation		1	0%	80%	77%	-80%
Follow-up Service within 48 hours		221	82%	90%	89%	-8%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Mobile Crisis Team Programs

DBT IOP-1st Initiative522-212X
Waterbury Hospital Health Center
Mental Health - IOP - Standard IOP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	100	95	5%	
Admits	78	93	-16%	▼
Discharges	11	77	-86%	▼
Service Hours	694	338	105%	▲
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	94%	66%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	2%	4%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		4	36%	50%	76%	-14%	▼
● Follow-up within 30 Days of Discharge		0	0%	90%	71%	-90%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		77	76%	60%	62%	16%	▲
● Employed		29	29%	30%	33%	-1%	
● Stable Living Situation		93	92%	95%	89%	-3%	
● Improved/Maintained Function Score		17	31%	75%	77%	-44%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		82	90%	90%	91%	0%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■						■		■		■	■	42%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 4 Active Standard IOP Programs

Grandview Adult OP Clinic52221
Waterbury Hospital Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,084	1,002	8%	
Admits	242	1,968	-88%	▼
Discharges	45	1,151	-96%	▼
Service Hours	3,364	644		

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	89%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	49%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		18	40%	50%	43%	-10%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		1,010	93%	60%	62%	33%	▲
✓ Stable Living Situation		1,031	95%	95%	77%	0%	
● Employed		265	24%	30%	27%	-6%	
● Improved/Maintained Function Score		50	5%	75%	47%	-70%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		933	90%	90%	88%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		164	68%	75%	79%	-7%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
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 76 Active Standard Outpatient Programs

MHA Recovery Specialist
Waterbury Hospital Health Center
Mental Health - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	515	857	-40%	▼
Admits	670	1,147	-42%	▼
Discharges	673	1,146	-41%	▼
Service Hours	172	87	98%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 2 Active Peer Based Mentoring Programs

Outpatient Expansion 522211
Waterbury Hospital Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	16	50%	▲
Admits	8	16	-50%	▼
Discharges	2	-		
Service Hours	44	5		

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	89%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	49%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	43%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		24	100%	60%	62%	40%	▲
✓ Stable Living Situation		23	96%	95%	77%	1%	
● Employed		6	25%	30%	27%	-5%	
● Improved/Maintained Function Score		2	9%	75%	47%	-66%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	88%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		3	38%	75%	79%	-37%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■						■		■	50%
Discharges											■		8%
Services	■	■	■	■	■	■		■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 76 Active Standard Outpatient Programs

Respite Program 201
Waterbury Hospital Health Center
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	57%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	N/A	N/A	0%	90%	59%	-90%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 13 Active Respite Bed Programs