Waterbury Hospital Health Center
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -December 2025   (Data as of Mar 13, 2026)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,701	1,152	47%	▲
	Admits	1,425	392	264%	▲
	Discharges	1,356	368	268%	▲
	Service Hours	2,442	1,693	44%	▲

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

Consumer Satisfaction Survey   (Based on 86 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ General Satisfaction		99%	80%	92%
✓ Outcome		98%	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	959	47.4%
	Crisis Services	655	32.4%
	Recovery Support	309	15.3%
	IOP	100	4.9%

Client Demographics

Age

	#	%	State Avg
18-25	168	10%	8%
26-34	254	15%	18%
35-44	335	20%	25%
45-54	267	16%	19%
55-64	324	19%	19%
65+	349	21%	12%

Gender

	#	%		State Avg
Female	889	52%	▲	40%
Male	812	48%	▼	59%
Transgender/Other	1	0%		0%

Ethnicity

	#	%		State Avg
Non-Hispanic	1,290	76%	▲	64%
Hispanic-Other	303	18%		12%
Hisp-Puerto Rican	57	3%		10%
Unknown	50	3%		13%
Hispanic-Cuban	2	0%		0%
Hispanic-Mexican				1%

Race

	#	%	State Avg
White/Caucasian	1,070	63%	59%
Black/African American	281	17%	18%
Other	268	16%	12%
Unknown	40	2%	8%
Asian	19	1%	1%
Multiple Races	14	1%	1%
Am. Indian/Native Alaskan	6	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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	655	52	1160%	▲
Admits	855	65	1215%	▲
Discharges	852	64	1231%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Evaluation within 1.5 hours of Request		229	27%	90%	72%	-63%	▼
Community Location Evaluation		1	0%	80%	73%	-80%	▼
Follow-up Service within 48 hours		235	87%	90%	90%	-3%	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

1 or more Records Submitted to DMHAS
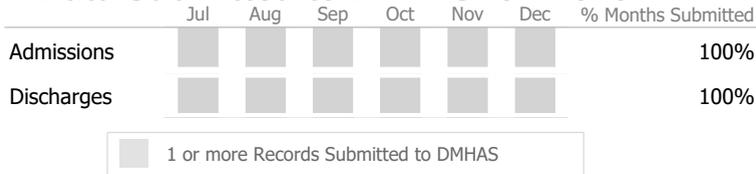
▲ > 10% Over   ▼ < 10% Under

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	100	48	108%	▲
Admits	59	26	127%	▲
Discharges	29	14	107%	▲
Service Hours	458	162	183%	▲
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		96%	69%

Periodic Submitted		Actual	State Avg
6 Month Updates		100%	80%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		98%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		9	31%	50%	60%	-19%	▼
● Follow-up within 30 Days of Discharge		1	11%	90%	67%	-79%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		81	81%	60%	68%	21%	▲
✓ Employed		47	47%	30%	41%	17%	▲
✓ Stable Living Situation		95	95%	95%	92%	0%	
● Improved/Maintained Function Score		27	48%	75%	67%	-27%	▼
Self Help		0	0%	N/A	6%	N/A	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		69	97%	90%	90%	7%	

Data Submitted to DMHAS for 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 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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	931	926	1%	
Admits	125	114	10%	
Discharges	93	107	-13%	▼
Service Hours	1,821	1,470	24%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		99%	89%

Periodic Submitted	Actual % vs Goal %	Actual	State Avg
6 Month Updates		100%	51%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid MH/SU Diagnosis		100%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		10	11%	50%	49%	-39%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		884	95%	60%	57%	35%	▲
✓	Employed		437	47%	30%	31%	17%	▲
✓	Stable Living Situation		900	96%	95%	72%	1%	
	Self Help		0	0%	N/A	22%	N/A	
🔴	Improved/Maintained Function Score		50	6%	75%	38%	-69%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		826	98%	90%	82%	8%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		78	62%	75%	75%	-13%	▼

Data Submitted to DMHAS for 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 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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	308	157	96%	▲
Admits	377	181	108%	▲
Discharges	377	181	108%	▲
Service Hours	96	46	108%	▲

Data Submitted to DMHAS for 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
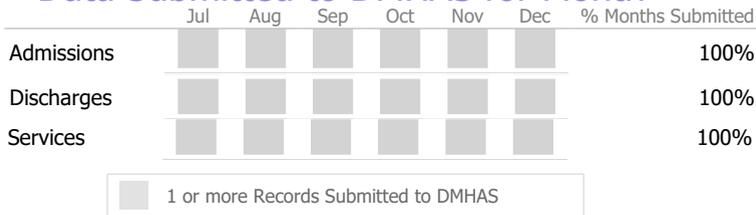
* State Avg based on 2 Active Peer Based Mentoring Programs

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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	22	32%	▲
Admits	9	6	50%	▲
Discharges	5	2	150%	▲
Service Hours	68	15		

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		100%	89%

Periodic Submitted	Actual % vs Goal %	Actual	State Avg
6 Month Updates		100%	51%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid MH/SU Diagnosis		100%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	20%	50%	49%	-30%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		28	97%	60%	57%	37%	▲
✓	Employed		11	38%	30%	31%	8%	
✓	Stable Living Situation		28	97%	95%	72%	2%	
	Self Help		0	0%	N/A	22%	N/A	
🔴	Improved/Maintained Function Score		4	19%	75%	38%	-56%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		24	100%	90%	82%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		5	56%	75%	75%	-19%	▼

Data Submitted to DMHAS for Month
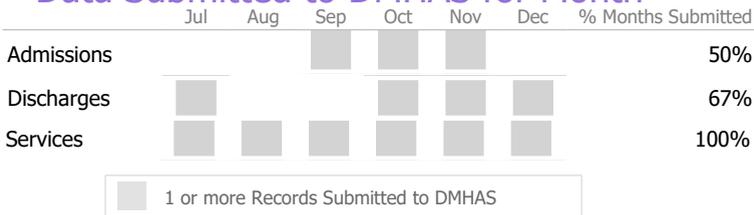
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▨	▨	▨		50%
Discharges	▨			▨	▨		67%
Services	▨	▨	▨	▨	▨	▨	100%

▨ 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

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 2025 - December 2025

Program Activity

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

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	54%	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%	60%	-90%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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