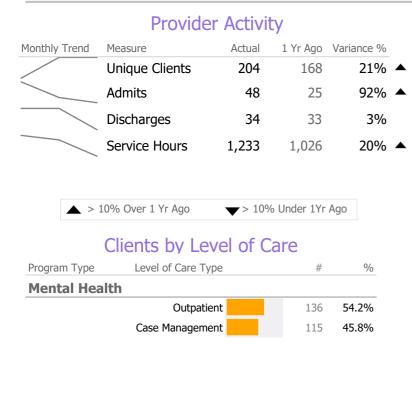
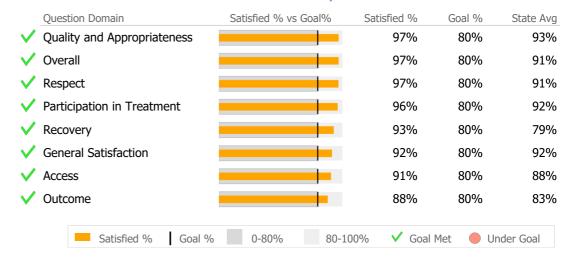
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)



#### Consumer Satisfaction Survey (Based on 130 FY19 Surveys)



#### **Client Demographics**

Age		#	%	State Avg	Gender	#	%	State Avg
18-25		8	4%	9%	Female	130	64%	<b>▲</b> 41%
26-34		28	14%	22%	Male 📕	74	36%	▼ 59%
35-44		33	16%	21%	Transgender			0%
45-54 📕		58	28%	20%				
55-64		57	28%	20%				
65+		20	10%	7%	Race	#	%	State Avg
					White/Caucasian	156	76%	<b>▲</b> 64%
Ethnicity		#	%	State Avg	Other <mark> </mark>	22	11%	13%
Hisp-Puerto Rican	1	103	50%	<b>▲</b> 12%	Black/African American	18	9%	16%
Non-Hispanic		50	25%	▼ 71%	Unknown	7	3%	5%
Hispanic-Other	1	35	17%	7%	Am. Indian/Native Alaskan	1	0%	1%
Unknown		14	7%	9%	Asian			1%
					Multiple Races			1%
Hispanic-Mexican		2	1%	1%	Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban				0%				
	Uniq	ue C	lients	State Avg	▲ > 10% Over State Avg	> 10% U	Inder S	tate Avg

# Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

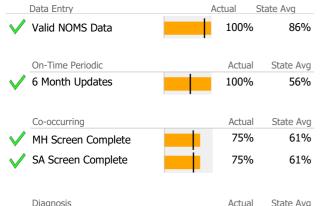
**Discharge Outcomes** 

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goa
$\checkmark$	Treatment Completed Successfully		2	50%	50%	46%	0%
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goa
$\checkmark$	Social Support		15	94%	60%	62%	34%
$\checkmark$	Stable Living Situation		16	100%	95%	79%	5%
$\checkmark$	Improved/Maintained Axis V GAF Score		11	100%	75%	42%	25%
	Employed		0	0%	30%	22%	-30%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goa
$\checkmark$	Clients Receiving Services		12	100%	90%	74%	10%
	Service Engagement						
	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goa
$\checkmark$	2 or more Services within 30 days		3	100%	75%	78%	25%

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	20	-20% 🔻
Admits	3	3	0%
Discharges	4	6	-33% 🔻
Service Hours	424	502	-15% 🔻

## Data Submission Quality





# Data Submitted to DMHAS by Month



	> 10% 0	ver 🔻 < 109	% Under	
Actual	Goal	🗸 Goal Met	Belo	w Goal

\* State Avg based on 89 Active Standard Outpatient Programs

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	114	72	58%	
Admits	21	7	200%	
Discharges	19	8	138%	
Service Hours	364	232	57%	

## Data Submission Quality

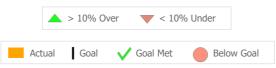
Data Entry	/	Actual St	ate Avg
Valid NOMS Data		89%	93%
On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	63%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%
	1 or mo	re Recor	ds Subr	nitted to DMHAS

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	21%	50%	62%	-29%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		93	81%	60%	63%	21%
Stable Living Situation		98	85%	80%	74%	5%
Employed		7	6%	20%	12%	-14%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		67	70%	90%	76%	-20%



\* State Avg based on 24 Active Standard Case Management Programs

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	122	109	12%	
Admits	24	14	71%	
Discharges	11	19	-42%	▼
Service Hours	445	293	52%	

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	86%
On-Time Periodic	Actual	State Avg
V 6 Month Updates	67%	56%
Co-occurring	Actual	State Avg
V MH Screen Complete	73%	61%
V SA Screen Complete	69%	61%
Diagnosis	Actual	State Avg

### Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		1	9%	50%	46%	-41%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		93	76%	60%	62%	16%	
	Stable Living Situation		108	89%	95%	79%	-6%	
$\checkmark$	Improved/Maintained Axis V GAF Score		74	80%	75%	42%	5%	
	Employed		12	10%	30%	22%	-20%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		100	90%	90%	74%	0%	
	Service Engagement							
	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	2 or more Services within 30 days		13	54%	75%	78%	-21%	

## Data Submitted to DMHAS by Month

98%

98%

97%

90%

Jui	Aug	Seb	70 Months Submitted
			100%
			100%
			100%
1 or mo	re Recor	rds Subr	
			1 or more Records Subn

Valid Axis I Diagnosis

Valid Axis V GAF Score

	> 10% 0	ver 🔻 < 100	% Under	
Actual	Goal	🗸 Goal Met	Below	v Goal

\* State Avg based on 89 Active Standard Outpatient Programs

#### St. Francis Xavier

Catholic Charities- Waterbury

Mental Health - Case Management - Supportive Housing - Development

Connecticut Dept of Mental Health and Addiction Services

#### Program Quality Dashboard

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1	1	0%
Admits	-	1	-100%
Discharges	-	-	
Service Hours	-	-	

#### Recovery

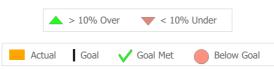
	/							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Stable Living Situation		1	100%	85%	88%	15%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		0	0%	90%	92%	N/A	

## Data Submission Quality

Valid NOMS Data	N/A 99%	
On-Time Periodic	Actual State Avg	
6 Month Updates	0% 79%	

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%
	1 or mo	ore Recor	ds Subr	nitted to DMHAS



\* State Avg based on 66 Active Supportive Housing – Development Programs