**Catholic Charities- Waterbury**
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - June 2020   (Data as of Oct 19, 2020)
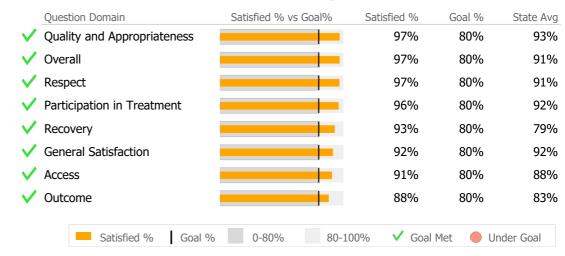
## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 243 | 235 | 3% | |
| | Admits | 129 | 144 | -10% | |
| | Discharges | 137 | 116 | 18% | ▲ |
| | Service Hours | 4,581 | 4,338 | 6% | |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Mental Health** | | | | |
| | Outpatient | | 177 | 54.3% |
| | Case Management | | 149 | 45.7% |

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

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✓ | Quality and Appropriateness | | 97% | 80% | 93% |
| ✓ | Overall | | 97% | 80% | 91% |
| ✓ | Respect | | 97% | 80% | 91% |
| ✓ | Participation in Treatment | | 96% | 80% | 92% |
| ✓ | Recovery | | 93% | 80% | 79% |
| ✓ | General Satisfaction | | 92% | 80% | 92% |
| ✓ | Access | | 91% | 80% | 88% |
| ✓ | Outcome | | 88% | 80% | 83% |

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

## Client Demographics

### Age

| Age | | # | % | State Avg |
|---|---|---|---|---|
| 18-25 | | 8 | 3% | 11% |
| 26-34 | | 34 | 14% | 23% |
| 35-44 | | 43 | 18% | 22% |
| 45-54 | | 73 | 30% | 20% |
| 55-64 | | 61 | 25% | 18% |
| 65+ | | 24 | 10% | 6% |

### Gender

| Gender | | # | % | | State Avg |
|---|---|---|---|---|---|
| Female | | 157 | 65% | ▲ | 40% |
| Male | | 86 | 35% | ▼ | 60% |
| Transgender | | | | | 0% |

### Ethnicity

| Ethnicity | | # | % | | State Avg |
|---|---|---|---|---|---|
| Hisp-Puerto Rican | | 130 | 53% | ▲ | 11% |
| Non-Hispanic | | 58 | 24% | ▼ | 69% |
| Hispanic-Other | | 43 | 18% | | 8% |
| Unknown | | 11 | 5% | | 11% |
| Hispanic-Mexican | | 1 | 0% | | 1% |
| Hispanic-Cuban | | | | | 0% |

### Race

| Race | | # | % | | State Avg |
|---|---|---|---|---|---|
| White/Caucasian | | 188 | 77% | ▲ | 62% |
| Other | | 26 | 11% | | 13% |
| Black/African American | | 22 | 9% | | 17% |
| Unknown | | 6 | 2% | | 6% |
| Am. Indian/Native Alaskan | | 1 | 0% | | 1% |
| Asian | | | | | 1% |
| Multiple Races | | | | | 1% |
| Hawaiian/Other Pacific Islander | | | | | 0% |

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

**Adelante OP 501-210X**
Catholic Charities- Waterbury
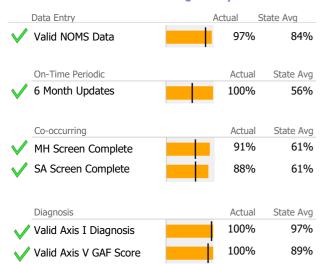Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
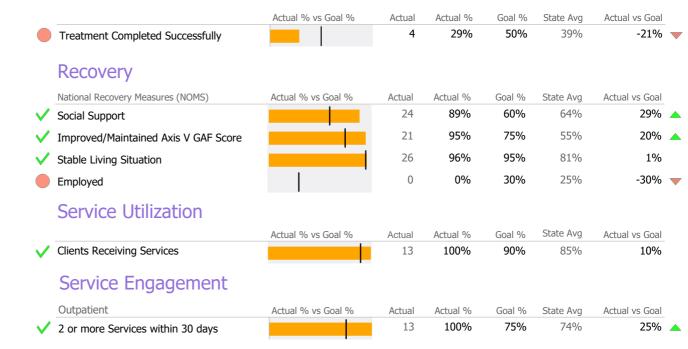Reporting Period: July 2019 - June 2020  (Data as of Oct 19, 2020)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 27 | 32 | -16% ▼ |
| Admits | 13 | 17 | -24% ▼ |
| Discharges | 14 | 21 | -33% ▼ |
| Service Hours | 1,653 | 1,697 | -3% |

## Data Submission Quality

| Data Entry | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 97% | 84% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 56% |

| Co-occurring | | Actual | State Avg |
|---|---|---|---|
| ✓ MH Screen Complete | | 91% | 61% |
| ✓ SA Screen Complete | | 88% | 61% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid Axis I Diagnosis | | 100% | 97% |
| ✓ Valid Axis V GAF Score | | 100% | 89% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 4 | 29% | 50% | 39% | -21% ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Social Support | | 24 | 89% | 60% | 64% | 29% ▲ |
| ✓ Improved/Maintained Axis V GAF Score | | 21 | 95% | 75% | 55% | 20% ▲ |
| ✓ Stable Living Situation | | 26 | 96% | 95% | 81% | 1% |
| 🔴 Employed | | 0 | 0% | 30% | 25% | -30% ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 13 | 100% | 90% | 85% | 10% |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ 2 or more Services within 30 days | | 13 | 100% | 75% | 74% | 25% ▲ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▪ | | ▪ | ▪ | ▪ | | ▪ | ▪ | | | ▪ | | 67% |
| 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 89 Active Standard Outpatient Programs

**Hispanic Family Hisp CM501-291**
Catholic Charities- Waterbury
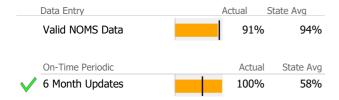Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
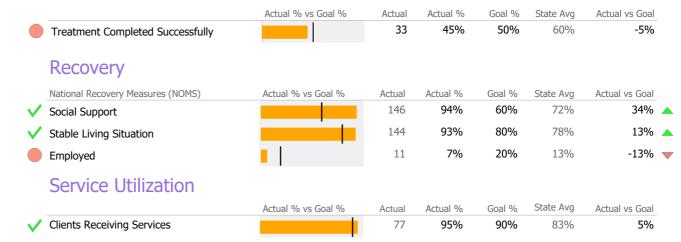Reporting Period: July 2019 - June 2020  (Data as of Oct 19, 2020)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 148 | 123 | 20% | ▲ |
| Admits | 60 | 61 | -2% | |
| Discharges | 74 | 32 | 131% | ▲ |
| Service Hours | 1,294 | 1,179 | 10% | |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ● | Treatment Completed Successfully | | 33 | 45% | 50% | 60% | -5% |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 146 | 94% | 60% | 72% | 34% | ▲ |
| ✓ | Stable Living Situation | | 144 | 93% | 80% | 78% | 13% | ▲ |
| ● | Employed | | 11 | 7% | 20% | 13% | -13% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 91% | 94% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 58% |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 77 | 95% | 90% | 83% | 5% |

## Data Submitted to DMHAS by 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 24 Active Standard Case Management Programs

**Outpatient Clinical 501-290**
Catholic Charities- Waterbury
Mental Health - Outpatient - Standard Outpatient
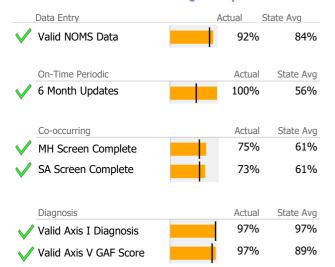
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - June 2020  (Data as of Oct 19, 2020)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 156 | 157 | -1% | |
| Admits | 56 | 65 | -14% | ▼ |
| Discharges | 49 | 63 | -22% | ▼ |
| Service Hours | 1,635 | 1,461 | 12% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid NOMS Data | 92% | 84% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ | 6 Month Updates | 100% | 56% |

| Co-occurring | | Actual | State Avg |
|---|---|---|---|
| ✓ | MH Screen Complete | 75% | 61% |
| ✓ | SA Screen Complete | 73% | 61% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid Axis I Diagnosis | 97% | 97% |
| ✓ | Valid Axis V GAF Score | 97% | 89% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Treatment Completed Successfully | | 13 | 27% | 50% | 39% | -23% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 136 | 86% | 60% | 64% | 26% | ▲ |
| ✓ | Stable Living Situation | | 151 | 95% | 95% | 81% | 0% | |
| 🔴 | Improved/Maintained Axis V GAF Score | | 97 | 69% | 75% | 55% | -6% | |
| 🔴 | Employed | | 18 | 11% | 30% | 25% | -19% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 103 | 93% | 90% | 85% | 3% |

## Service Engagement

| Outpatient | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | 2 or more Services within 30 days | | 25 | 45% | 75% | 74% | -30% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | | ▢ | ▢ | | ▢ | ▢ | 83% |
| Discharges | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | | ▢ | ▢ | 92% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

🟧 Actual    | Goal    ✓ Goal Met    🔴 Below 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
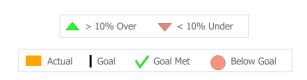Program Quality Dashboard
Reporting Period: July 2019 - June 2020  (Data as of Oct 19, 2020)

## 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 |
|---|---|---|---|---|---|---|
| ✔ Stable Living Situation | | 1 | 100% | 85% | 91% | 15% ▲ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ● Clients Receiving Services | | 0 | 0% | 90% | 97% | N/A ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | N/A | 99% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ● 6 Month Updates | | 0% | 87% |

## Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✔ Goal Met    ● Below Goal

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