Catholic Charities - of Hartford
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - September 2021   (Data as of Feb 01, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	683	219	212%	▲
	Admits	376	23	1535%	
	Discharges	196			
	Service Hours	883	5		

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA			
	Forensics Community-based	388	54.0%
Mental Health			
	Outpatient	111	15.4%
	Case Management	73	10.2%
Addiction			
	Case Management	76	10.6%
	Outpatient	71	9.9%

Consumer Satisfaction Survey   (Based on 32 FY21 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		100%	80%	91%
✓	Access		100%	80%	88%
✓	General Satisfaction		97%	80%	92%
✓	Participation in Treatment		97%	80%	92%
✓	Quality and Appropriateness		97%	80%	93%
✓	Respect		97%	80%	91%
✓	Outcome		84%	80%	83%
🔴	Recovery		65%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	82	12%	9%
26-34	150	22%	20%
35-44	141	21%	23%
45-54	144	21%	19%
55-64	125	18%	20%
65+	41	6%	9%

Gender

	#	%	State Avg
Male	398	58%	58%
Female	285	42%	42%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	301	44%	▼	69%
Hisp-Puerto Rican	228	33%	▲	12%
Hispanic-Other	125	18%		8%
Unknown	20	3%		11%
Hispanic-Mexican	7	1%		0%
Hispanic-Cuban	2	0%		0%

Race

	#	%		State Avg
White/Caucasian	348	51%	▼	63%
Black/African American	167	24%		17%
Other	141	21%		13%
Unknown	21	3%		5%
Asian	3	0%		1%
Am. Indian/Native Alaskan	2	0%		1%
Hawaiian/Other Pacific Islander	1	0%		0%
Multiple Races				1%

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.

Hartford - Cathedral Green Supportive Housing
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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	12	17%	▲
Admits	-	-		
Discharges	-	-		
Service Hours	74	-		

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	93%	90%	91%	3%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
●	6 Month Updates	79%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services		▢	▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
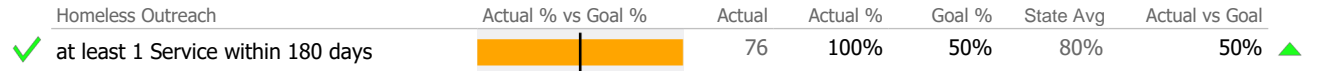
☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 65 Active Supportive Housing – Development Programs

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Variances in data may be indicative of operational adjustments related to the pandemic.
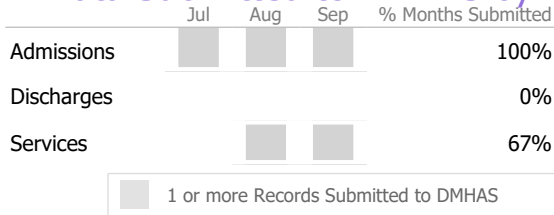
Hartford - IHF-LOP- Latino Outreach
Catholic Charities - of Hartford
Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76		
Admits	76	-	
Discharges	-	-	
Service Hours	89	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		76	100%	50%	80%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges				0%
Services		▢	▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 22 Active Outreach & Engagement 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	71	42	69%	▲
Admits	10	4	150%	▲
Discharges	23	-		
Service Hours	124	5		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		90%	87%
✓ Valid TEDS Data		88%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		84%	25%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		95%	94%
✓ SA Screen Complete		95%	94%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		97%	99%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		7	30%	50%	50%	-20%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		59	83%	75%	69%	8%	
● Stable Living Situation		65	92%	95%	67%	-3%	
● Employed		25	35%	50%	25%	-15%	▼
● Abstinence/Reduced Drug Use		26	37%	55%	37%	-18%	▼
● Self Help		10	14%	60%	13%	-46%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		42	84%	90%	50%	-6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		8	80%	75%	62%	5%

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 106 Active Standard Outpatient Programs

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

Hartford -IHF- PTIP
Catholic Charities - of Hartford
Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	388	44	782%	▲
Admits	284	2	14100%	▲
Discharges	144	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 16 Active Pre-trial Intervention Programs 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	5	240%	▲
Admits	2	1	100%	▲
Discharges	4	-		
Service Hours	370	-		

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		87%	86%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		88%	54%

Co-occurring		Actual	State Avg
MH Screen Complete		50%	89%
SA Screen Complete		50%	89%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	40%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		15	88%	60%	57%	28%	▲
✔ Stable Living Situation		17	100%	95%	66%	5%	
🔴 Employed		0	0%	30%	21%	-30%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		12	92%	90%	74%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		2	100%	75%	79%	25%	▲

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 74 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	49	41	20%	▲
Admits	1	4	-75%	▼
Discharges	12	-		

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		9	75%	50%	55%	25%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		50	98%	60%	66%	38%	▲
✓	Stable Living Situation		49	96%	80%	69%	16%	▲
🔴	Employed		1	2%	20%	13%	-18%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		100%	94%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100%	55%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 29 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	9	11%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	24			

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		7	70%	85%	93%	-15%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		9	90%	90%	91%	0%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		67%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▉		33%
Discharges				0%
Services		▉	▉	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 65 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	99	83	19%	▲
Admits	2	12	-83%	▼
Discharges	13	-		
Service Hours	201	-		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		93%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		90%	54%

Co-occurring		Actual	State Avg
MH Screen Complete		71%	89%
SA Screen Complete		71%	89%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%
Services				100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		7	54%	50%	40%	4%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		92	92%	60%	57%	32%	▲
✓ Stable Living Situation		95	95%	95%	66%	0%	
● Employed		7	7%	30%	21%	-23%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		78	89%	90%	74%	-1%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		2	100%	75%	79%	25%	▲

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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