

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,016	1,362	-25% ▼
	Admits	596	1,117	-47% ▼
	Discharges	782	937	-17% ▼
	Service Hours	4,185	3,742	12% ▲

▲ > 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	677	61.7%
Addiction			
	Outpatient	219	19.9%
Mental Health			
	Outpatient	118	10.7%
	Case Management	84	7.7%

Consumer Satisfaction Survey

(Based on 161 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		97%	80%	93%
✓ Overall		93%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ General Satisfaction		89%	80%	92%
✓ Respect		88%	80%	91%
✓ Access		86%	80%	88%
● Recovery		76%	80%	79%
● Outcome		74%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	149	15%	10%
26-34	254	25%	21%
35-44	227	22%	24%
45-54	172	17%	18%
55-64	144	14%	18%
65+	70	7%	9%

Gender	#	%	State Avg
Male	721	71%	▲ 59%
Female	295	29%	▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	438	43%	▼ 67%
Hisp-Puerto Rican	387	38%	▲ 10%
Hispanic-Other	150	15%	9%
Hispanic-Mexican	36	4%	1%
Hispanic-Cuban	3	0%	0%
Unknown	2	0%	▼ 13%

Race	#	%	State Avg
White/Caucasian	511	50%	60%
Black/African American	283	28%	18%
Other	195	19%	12%
Unknown	13	1%	7%
Asian	8	1%	1%
Am. Indian/Native Alaskan	5	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.

Cathedral Green

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 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	18	-22% ▼
Admits	-	4	-100% ▼
Discharges	2	4	-50% ▼
Service Hours	217	208	4%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	100%	85%	94%	15% ▲

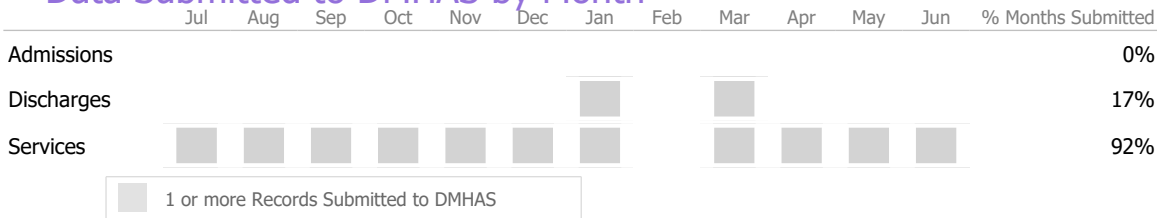
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		12	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ○ Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	219	156	40% ▲
Admits	165	99	67% ▲
Discharges	101	93	9%
Service Hours	1,766	960	84% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	85%
Valid TEDS Data	95%	74%
On-Time Periodic		
6 Month Updates	100%	14%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		24	24%	50%	42%	-26% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		205	87%	75%	66%	12% ▲
Stable Living Situation		215	91%	95%	68%	-4%
Employed		89	38%	50%	35%	-12% ▼
Abstinence/Reduced Drug Use		70	30%	55%	35%	-25% ▼
Improved/Maintained Function Score		112	70%	75%	42%	-5% ▼
Self Help		18	8%	60%	18%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		131	97%	90%	64%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		113	72%	75%	57%	-3%

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

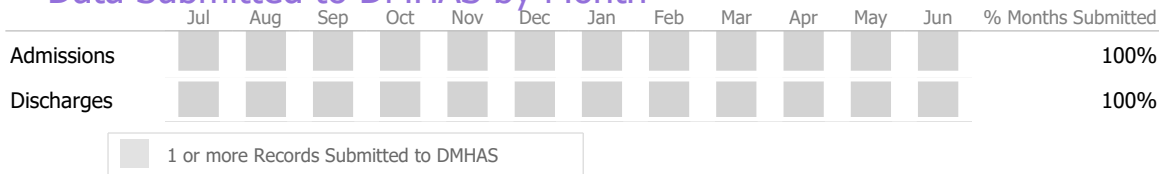
* State Avg based on 105 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	677	926	-27% ▼
Admits	371	825	-55% ▼
Discharges	607	619	-2%

Data Submitted to DMHAS by Month



* State Avg based on 16 Active Pre-trial Intervention Programs Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	23	0%
Admits	7	5	40% ▲
Discharges	9	6	50% ▲
Service Hours	1,503	1,578	-5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	89%	50%	40%	39% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		17	71%	60%	66%	11% ▲
✓ Improved/Maintained Function Score		20	95%	75%	33%	20%
✓ Stable Living Situation		24	100%	95%	78%	5%
● Employed		1	4%	30%	28%	-26% ▼

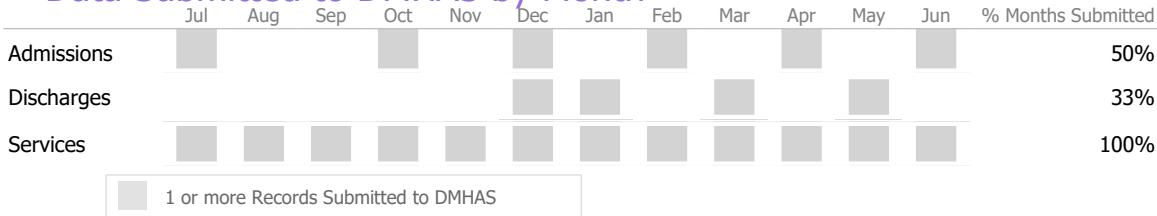
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		6	86%	75%	74%	11% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	66	-8%
Admits	24	17	41% ▲
Discharges	28	30	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	63%

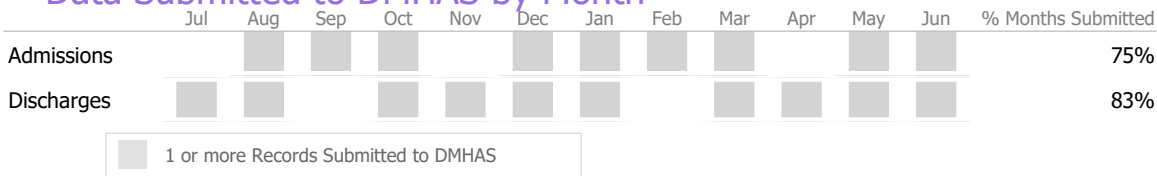
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	32%	50%	65%	-18% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		64	97%	60%	74%	37% ▲
Stable Living Situation		62	94%	80%	79%	14% ▲
Employed		5	8%	20%	22%	-12% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	10	-10%
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Service Hours	112	78	44% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		7	78%	85%	94%	-7%

Service Utilization

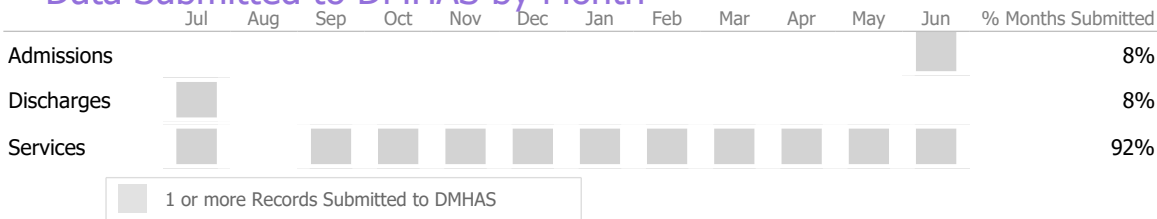
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

On-Time Periodic	Actual	State Avg
6 Month Updates		85%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	120	-8%
Admits	28	19	47% ▲
Discharges	34	37	-8%
Service Hours	589	730	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	56%	57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	26%	50%	40%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		96	83%	60%	66%	23% ▲
● Stable Living Situation		103	90%	95%	78%	-5%
● Improved/Maintained Function Score		74	71%	75%	33%	-4% ▼
● Employed		13	11%	30%	28%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		69	85%	90%	90%	-5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		16	62%	75%	74%	-13% ▼

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 72 Active Standard Outpatient Programs

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