Catholic Charities of Fairfield County Inc.
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	485	456	6%	
	Admits	225	168	34%	▲
	Discharges	147	175	-16%	▼
	Service Hours	10,205	9,005	13%	▲
	S.Rehab/PHP/IOP	6,243	6,503	-4%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Social Rehabilitation		255	44.1%
	Community Support		159	27.5%
	Case Management		153	26.5%
	Recovery Support		11	1.9%

Consumer Satisfaction Survey   (Based on 168 FY14 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		98%	80%	92%
✔	Quality and Appropriateness		97%	80%	93%
✔	Overall		96%	80%	91%
✔	Participation in Treatment		96%	80%	92%
✔	Respect		95%	80%	91%
✔	Access		93%	80%	88%
✔	Outcome		87%	80%	83%
✔	Recovery		84%	80%	79%

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

Client Demographics

Age

Age	#	%		State Avg
18-25	36	7%		16%
26-34	63	13%	▼	24%
35-44	91	19%		19%
45-54	141	29%		23%
55-64	115	24%		14%
65+	38	8%		4%

Gender

Gender	#	%	State Avg
Male	246	51%	60%
Female	239	49%	40%

Race

Race	#	%	State Avg
White/Caucasian	370	76%	66%
Black/African American	67	14%	17%
Other	25	5%	13%
Asian	8	2%	1%
Unknown	7	1%	3%
Am. Indian/Native Alaskan	6	1%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	427	88%	▲	75%
Hisp-Puerto Rican	26	5%		12%
Hispanic-Other	22	5%		6%
Unknown	7	1%		6%
Hispanic-Mexican	2	0%		1%
Hispanic-Cuban	1	0%		0%

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

Conger House Next Step502562
Catholic Charities of Fairfield County Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	13	31%	▲
Admits	6	5	20%	▲
Discharges	4	2	100%	▲
Service Hours	856	486	76%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		17	100%	85%	93%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		56%	71%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪						▪			▪		25%
Discharges	▪		▪										17%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

CSP/RP Prog502285
Catholic Charities of Fairfield County Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	159	147	8%	
Admits	49	29	69%	▲
Discharges	39	37	5%	
Service Hours	4,647	4,528	3%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	92%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	67%
✔ SA Screen Complete		100%	65%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	93%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		33	85%	65%	70%	20%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		153	96%	60%	76%	36%	▲
✔ Stable Living Situation		154	97%	80%	92%	17%	▲
✔ Employed		41	26%	20%	11%	6%	
✔ Improved/Maintained Axis V GAF Score		124	95%	95%	61%	0%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		120	100%	90%	96%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
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 40 Active CSP Programs

FUSE 502557
Catholic Charities of Fairfield County Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	28	28	0%	
Admits	3	11	-73%	▼
Discharges	3	3	0%	
Service Hours	2,529	1,202	110%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		28	100%	85%	89%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢		▢								17%
Discharges	▢			▢									17%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▏ Goal	✓ Goal Met	⬤ Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

Grass Plain St. HOT 502-294
Catholic Charities of Fairfield County Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)
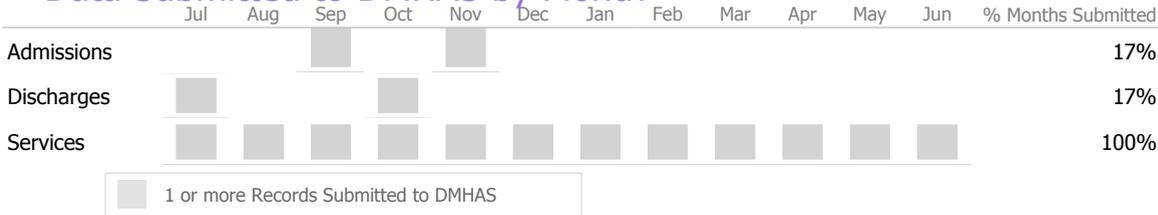
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	85	85	0%	
Admits	55	43	28%	▲
Discharges	54	56	-4%	
Service Hours	645	596	8%	

Service Engagement
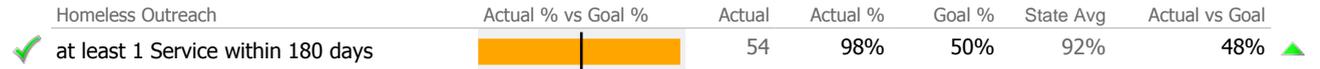
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		54	98%	50%	92%	48%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges		▪		▪	▪	▪	▪	▪	▪		▪	▪	75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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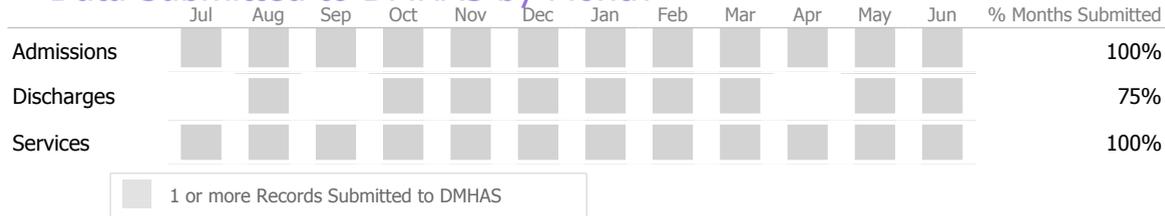
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

Mentoring 502-281
Catholic Charities of Fairfield County Inc.
Mental Health - Recovery Support - Peer Based Mentoring

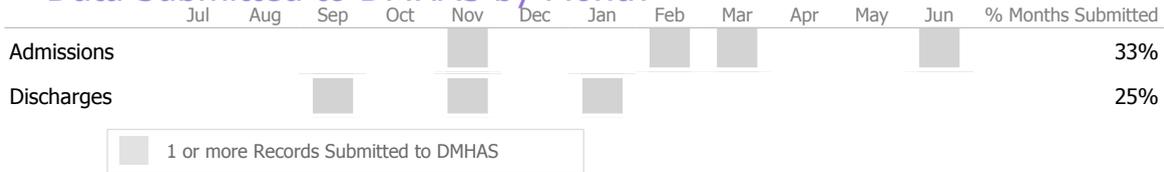Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	14	-21%	▼
Admits	5	3	67%	▲
Discharges	4	7	-43%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					■			■	■			■	33%
Discharges			■		■		■						25%

■ 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

New Heights Soc Re 502-280
Catholic Charities of Fairfield County Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
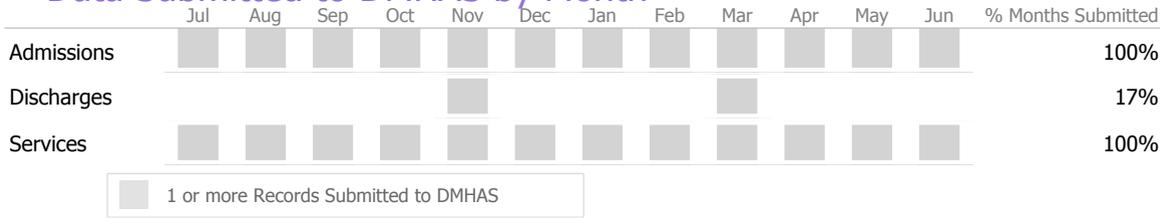Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	255	219	16%	▲
Admits	106	74	43%	▲
Discharges	42	68	-38%	▼
Service Hours		-		
Social Rehab/PHP/IOP Days	6,243	6,503	-4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services	▭	193	89%	90%	75%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	�®	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	100%
Discharges					▮				▮				17%
Services	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	▮	100%

▭ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | | Goal | ✔ Goal Met | 🔴 Below Goal |

* State Avg based on 39 Active Social Rehabilitation Programs

Next Steps Supportive Hsg, Bridgeport
Catholic Charities of Fairfield County Inc.
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	16	-6%	
Admits	-	2	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	909	1,481	-39%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		15	100%	85%	93%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		15	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		80%	71%

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													92%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

PILOTS Scattered Site 502-553
Catholic Charities of Fairfield County Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)
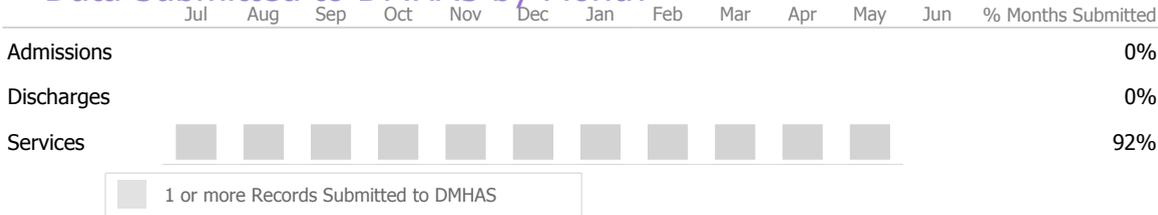
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	1	1	0%
Discharges	1	1	0%
Service Hours	620	712	-13% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		8	100%	85%	89%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		7	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								▇					8%
Discharges						▇							8%
Services	▇	▇	▇	▇	▇	▇	▇	▇	▇	▇	▇	▇	100%

▇ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▇ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs