Catholic Charities of Fairfield County Inc.
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - June 2016   (Data as of Sep 12, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	689	485	42%	▲
	Admits	394	225	75%	▲
	Discharges	334	149	124%	▲
	Service Hours	10,956	10,205	7%	
	S.Rehab/PHP/IOP	8,043	6,243	29%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	343	42.7%
	Case Management	274	34.1%
	Community Support	174	21.6%
	Recovery Support	13	1.6%

Consumer Satisfaction Survey   (Based on 172 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		95%	80%	93%
✔	Respect		94%	80%	91%
✔	General Satisfaction		92%	80%	92%
✔	Overall		91%	80%	91%
✔	Access		90%	80%	88%
✔	Participation in Treatment		90%	80%	92%
✔	Recovery		88%	80%	79%
✔	Outcome		85%	80%	83%

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

Client Demographics

Age

Age	#	%		State Avg
18-25	52	8%		15%
26-34	88	13%	▼	24%
35-44	118	17%		19%
45-54	201	29%		22%
55-64	178	26%	▲	15%
65+	47	7%		4%

Gender

Gender	#	%	State Avg
Male	390	57%	60%
Female	299	43%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	603	88%	▲	75%
Hispanic-Other	41	6%		7%
Hisp-Puerto Rican	36	5%		12%
Unknown	7	1%		6%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican	1	0%		1%

Race

Race	#	%	State Avg
White/Caucasian	478	69%	65%
Black/African American	137	20%	16%
Other	46	7%	13%
Asian	11	2%	1%
Unknown	8	1%	3%
Am. Indian/Native Alaskan	6	1%	1%
Multiple Races	2	0%	1%
Hawaiian/Other Pacific Islander	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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	17	12%	▲
Admits	6	6	0%	
Discharges	8	4	100%	▲
Service Hours	840	856	-2%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		19	100%	85%	90%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		9	82%	90%	90%	-8%

Data Submission Quality

	Data Entry		Actual	State Avg
✔	Valid NOMS Data		100%	97%

	On-Time Periodic		Actual	State Avg
	6 Month Updates		17%	71%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▪	▪				▪	25%
Discharges	▪			▪				▪		▪			33%
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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	174	159	9%	
Admits	56	49	14%	▲
Discharges	66	39	69%	▲
Service Hours	4,890	4,647	5%	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✓ 6 Month Updates		100%	89%

Cooccurring	Actual % vs Goal	Actual	State Avg
✓ MH Screen Complete		100%	83%
✓ SA Screen Complete		100%	81%

Diagnosis	Actual % vs Goal	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		49	74%	65%	69%	9%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		171	97%	60%	80%	37%	▲
✓ Stable Living Situation		169	96%	80%	92%	16%	▲
✓ Employed		36	20%	20%	12%	0%	
● Improved/Maintained Axis V GAF Score		150	94%	95%	60%	-1%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		112	100%	90%	98%	10%

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 44 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	28	25%	▲
Admits	10	3	233%	▲
Discharges	4	3	33%	▲
Service Hours	2,869	2,529	13%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		25	71%	85%	79%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		30	97%	90%	95%	7%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		95%	80%

Data Submitted to DMHAS by Month
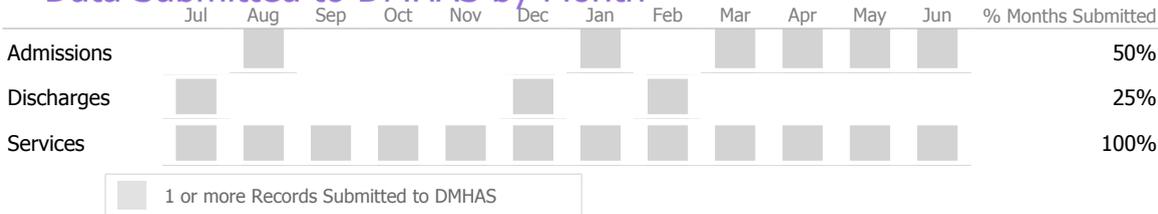
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▢					▢		▢	▢		▢	50%
Discharges	▢					▢		▢					25%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

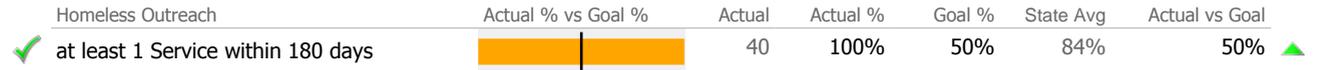🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 71 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	71	85	-16%	▼
Admits	41	55	-25%	▼
Discharges	48	54	-11%	▼
Service Hours	630	645	-2%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		40	100%	50%	84%	50%	▲

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
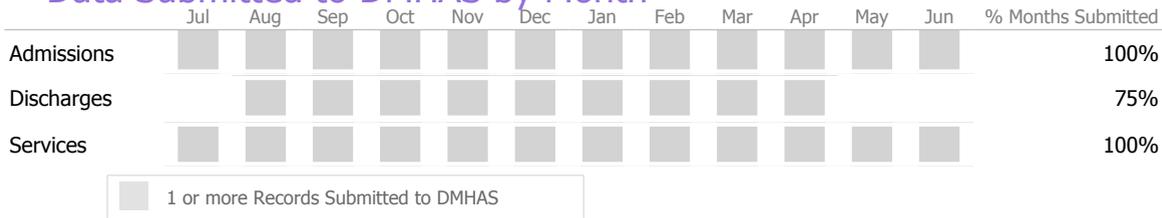
* State Avg based on 38 Active Outreach & Engagement Programs

Mentoring 502-281
Catholic Charities of Fairfield County Inc.
Mental Health - Recovery Support - Peer Based Mentoring
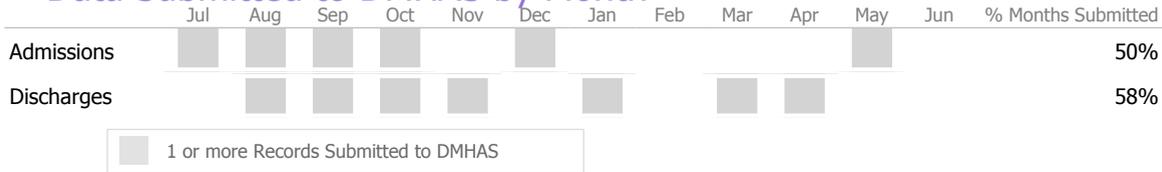
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	11	18%	▲
Admits	8	5	60%	▲
Discharges	12	6	100%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▨	▨	▨	▨		▨					▨		50%
Discharges		▨	▨	▨	▨		▨		▨	▨			58%

▨ 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	343	255	35%	▲
Admits	129	106	22%	▲
Discharges	108	42	157%	▲
Service Hours	-		-100%	▼
Social Rehab/PHP/IOP Days	8,043	6,243	29%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services	▭	238	100%	90%	71%	10%

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
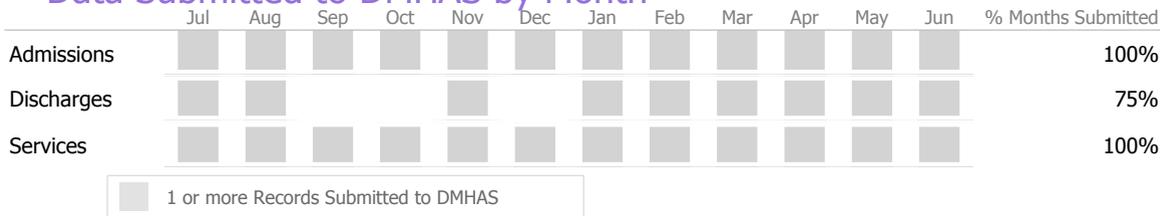
* State Avg based on 38 Active Social Rehabilitation Programs

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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	-	-	
Discharges	2	-	
Service Hours	366	909	-60% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		15	100%	85%	90%	15%	▲

Service Utilization

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

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	71%

Data Submitted to DMHAS by Month

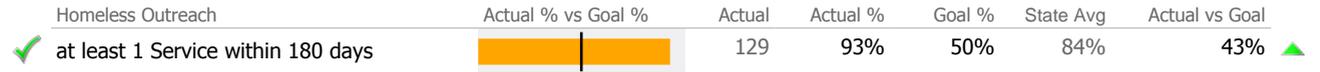|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges	▢					▢							17%
Services	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	▢	92%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

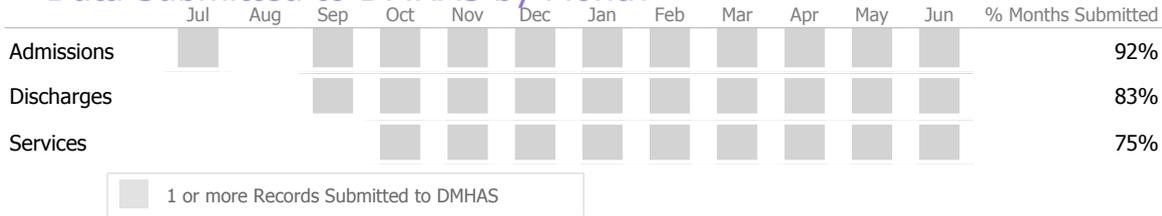* State Avg based on 54 Active Supportive Housing – Development Programs

PATH - CM - Outreach and Eng
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 2015 - June 2016 (Data as of Sep 12, 2016)
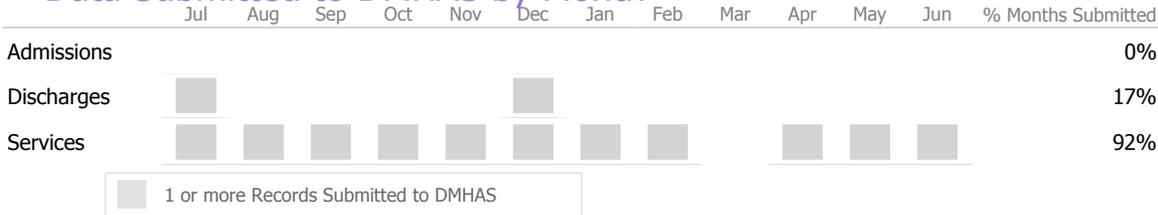
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	138		
Admits	142	-	
Discharges	84	-	
Service Hours	764	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ at least 1 Service within 180 days		129	93%	50%	84%	43% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▣		▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	92%
Discharges			▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	83%
Services			▣	▣	▣	▣	▣	▣	▣	▣	▣	▣	75%

▣ 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

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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	2	1	100%	▲
Discharges	2	1	100%	▲
Service Hours	597	620	-4%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		9	100%	85%	79%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	95%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		83%	80%

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

Legend:
▲ > 10% Over   ▼ < 10% Under
■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs