Catholic Charities of Fairfield County Inc.
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	640	624	3%
	Admits	241	318	-24% ▼
	Discharges	160	234	-32% ▼
	Service Hours	8,658	8,053	8%
	S.Rehab/PHP/IOP	5,691	6,056	-6%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	321	44.5%
	Case Management	237	32.8%
	Community Support	162	22.4%
	Recovery Support	2	0.3%

Consumer Satisfaction Survey   (Based on 175 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ General Satisfaction		98%	80%	92%
✔ Respect		97%	80%	91%
✔ Overall		97%	80%	91%
✔ Access		95%	80%	88%
✔ Participation in Treatment		94%	80%	92%
✔ Quality and Appropriateness		94%	80%	93%
✔ Outcome		91%	80%	83%
✔ Recovery		91%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	40	6%	14%
26-34	87	14%	24%
35-44	107	17%	20%
45-54	178	28%	22%
55-64	170	27% ▲	16%
65+	53	8%	5%

Gender

Gender	#	%	State Avg
Male	372	58%	60%
Female	268	42%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	554	87% ▲	74%
Hispanic-Other	40	6%	7%
Hisp-Puerto Rican	36	6%	12%
Unknown	6	1%	6%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	1	0%	1%

Race

Race	#	%	State Avg
White/Caucasian	436	68%	65%
Black/African American	130	20%	17%
Other	49	8%	13%
Asian	11	2%	1%
Am. Indian/Native Alaskan	6	1%	1%
Unknown	6	1%	3%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Community Support 502285
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 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	162	166	-2%	
Admits	54	48	13%	▲
Discharges	34	44	-23%	▼
Service Hours	3,802	3,608	5%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	95%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	88%
✓ SA Screen Complete		100%	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		24	71%	65%	68%	6%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		158	96%	60%	81%	36%	▲
✓ Stable Living Situation		160	98%	80%	93%	18%	▲
✓ Employed		36	22%	20%	12%	2%	
✓ Improved/Maintained Axis V GAF Score		120	96%	95%	66%	1%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		132	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▫	▫	▫	▫	▫	▫	▫	▫	▫	100%
Discharges	▫	▫	▫			▫		▫	▫	67%
Services	▫	▫	▫	▫	▫	▫	▫	▫	▫	100%

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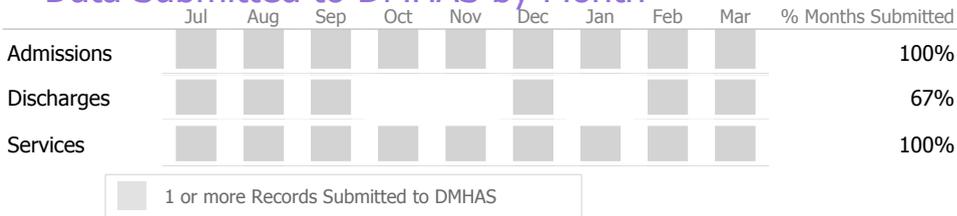
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 47 Active CSP Programs

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 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	19	-16%	▼
Admits	4	6	-33%	▼
Discharges	1	6	-83%	▼
Service Hours	1,202	617	95%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Stable Living Situation		14	88%	85%	87%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		13	87%	90%	88%	-3%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		50%	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪					▪		▪		33%
Discharges								▪		11%
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

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 2016 - March 2017 (Data as of Jun 08, 2017)
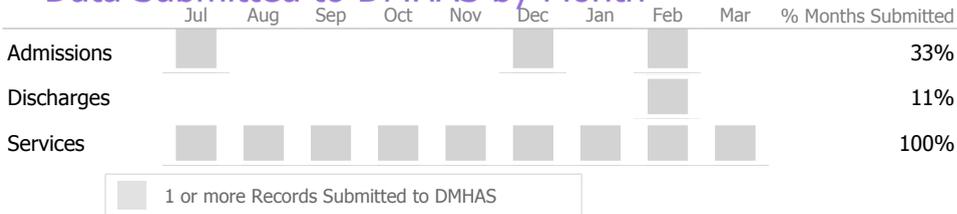
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	31	65%	▲
Admits	20	6	233%	▲
Discharges	8	4	100%	▲
Service Hours	1,889	2,070	-9%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		35	69%	85%	83%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		43	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		96%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪		▪	▪	▪	▪	▪		▪	78%
Discharges	▪	▪	▪			▪	▪			56%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

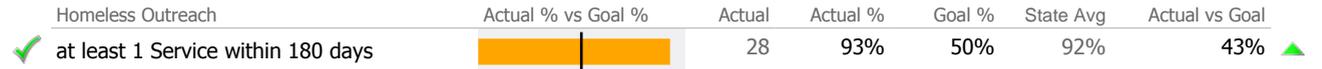▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs
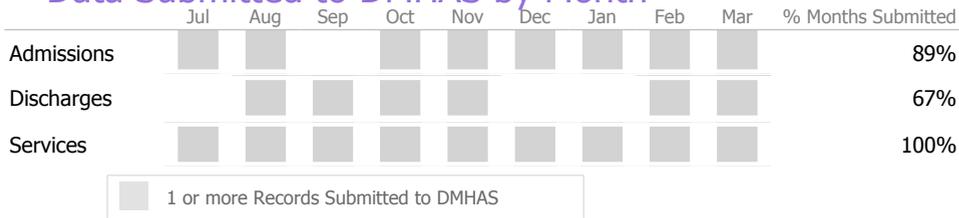
Grass Plain St. HOT 502-294
Catholic Charities of Fairfield County Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)
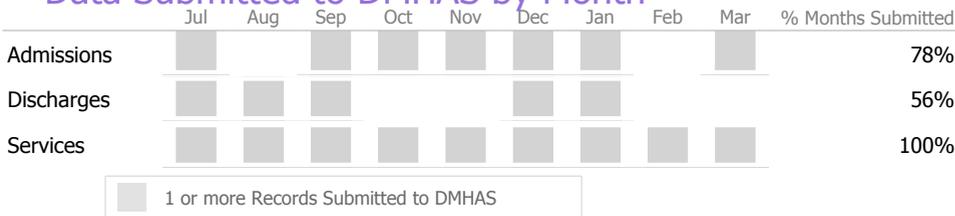
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	54	64	-16%	▼
Admits	30	33	-9%	▼
Discharges	16	42	-62%	▼
Service Hours	260	525	-50%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		28	93%	50%	92%	43%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢		▢	▢	▢	▢	▢	▢	89%
Discharges		▢	▢	▢	▢			▢	▢	67%
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 Outreach & Engagement Programs

HUD BOS - 134
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 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	6		
Admits	6	-	
Discharges	-	-	
Service Hours	33	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		1	17%	85%	83%	-68% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		5	83%	90%	96%	-7%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions									▇	11%
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 71 Active Supportive Housing – Scattered Site 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
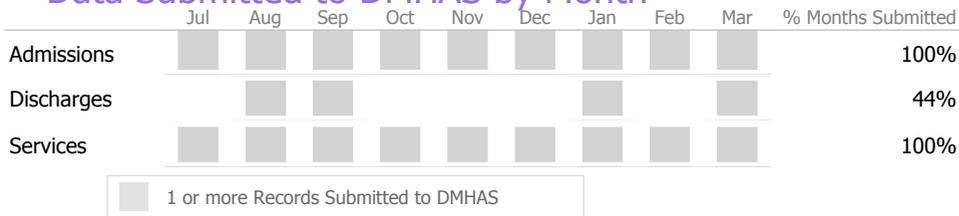Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	321	318	1%
Admits	86	103	-17% ▼
Discharges	60	68	-12% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	5,691	6,056	-6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services	▬▬▬▬	236	89%	90%	70%	-1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges		▪	▪				▪		▪	44%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 37 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 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	15	0%	
Admits	2	-		
Discharges	-	2	-100%	▼
Service Hours	598	235	155%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		15	100%	85%	87%	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		99%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪								22%
Discharges										0%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

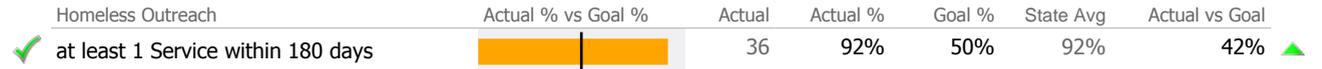☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

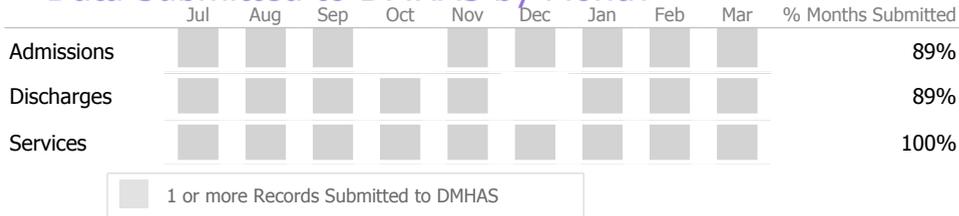* State Avg based on 54 Active Supportive Housing – Development Programs

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 2016 - March 2017 (Data as of Jun 08, 2017)
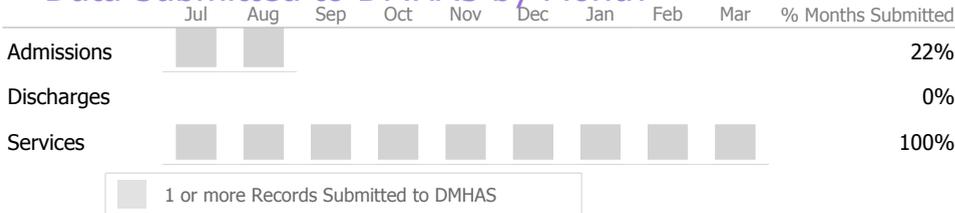
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	97	109	-11%	▼
Admits	39	113	-65%	▼
Discharges	41	55	-25%	▼
Service Hours	544	536	1%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		36	92%	50%	92%	42%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢		▢	▢	▢	▢	▢		89%
Discharges	▢	▢	▢	▢	▢		▢	▢	▢	89%
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 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 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	9	-22%	▼
Admits	-	2	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	330	462	-29%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		7	100%	85%	83%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		86%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
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