Catholic Charities of Fairfield County Inc.
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019   (Data as of Sep 16, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	614	646	-5%
	Admits	204	210	-3%
	Discharges	180	247	-27% ▼
	Service Hours	9,596	10,493	-9%
	S.Rehab/PHP/IOP	7,557	7,672	-1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	333	46.8%
	Case Management	211	29.6%
	Community Support	168	23.6%

Consumer Satisfaction Survey   (Based on 210 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Access		98%	80%	88%
✓	General Satisfaction		97%	80%	92%
✓	Quality and Appropriateness		95%	80%	93%
✓	Overall		95%	80%	91%
✓	Outcome		91%	80%	83%
✓	Participation in Treatment		90%	80%	92%
✓	Respect		88%	80%	91%
✓	Recovery		87%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	29	5%	12%
26-34	79	13% ▼	24%
35-44	103	17%	21%
45-54	156	26%	20%
55-64	178	29% ▲	17%
65+	63	10%	6%

Gender

Gender	#	%	State Avg
Male	360	59%	60%
Female	254	41%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	527	86% ▲	70%
Hispanic-Other	38	6%	7%
Hisp-Puerto Rican	38	6%	12%
Unknown	6	1%	10%
Hispanic-Mexican	3	0%	1%
Hispanic-Cuban	2	0%	0%

Race

Race	#	%	State Avg
White/Caucasian	430	70%	63%
Black/African American	102	17%	17%
Other	55	9%	13%
Asian	13	2%	1%
Am. Indian/Native Alaskan	5	1%	1%
Unknown	5	1%	5%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

CCR/FUSE
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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	3	-	
Service Hours	253	281	-10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		8	80%	85%	91%	-5%

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%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%

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	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

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

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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	168	162	4%	
Admits	42	37	14%	▲
Discharges	40	35	14%	▲
Service Hours	6,769	5,657	20%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	90%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	98%	86%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	98%	51%
✓	SA Screen Complete	98%	51%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%
✓	Valid Axis V GAF Score	100%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		30	75%	65%	68%	10%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		157	92%	60%	83%	32%	▲
✓	Improved/Maintained Axis V GAF Score		142	96%	65%	65%	31%	▲
✓	Stable Living Situation		161	94%	80%	91%	14%	▲
✓	Employed		49	29%	20%	13%	9%	

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	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													100%
Services													100%

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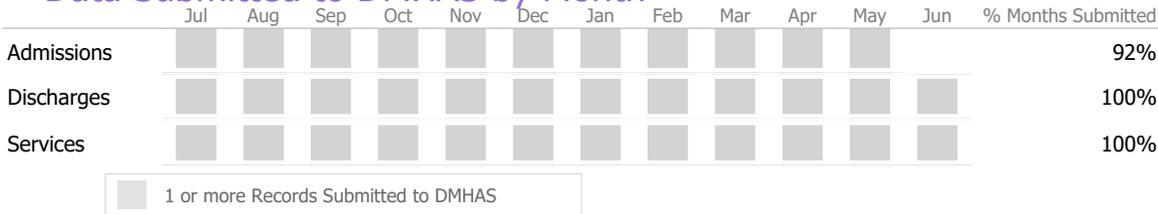
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 37 Active CSP Programs

Conger Program Next Step502562
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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	16	18	-11%	▼
Admits	-	3	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	468	895	-48%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		16	100%	85%	85%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	96%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		63%	86%

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													83%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site 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 2018 - June 2019 (Data as of Sep 16, 2019)
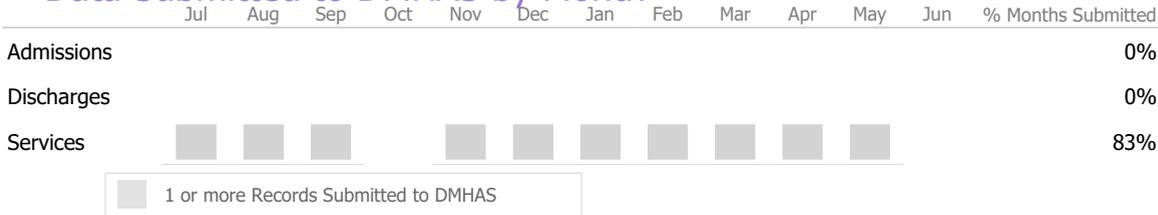
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	34	9%	
Admits	5	1	400%	▲
Discharges	-	2	-100%	▼
Service Hours	771	1,167	-34%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		29	78%	85%	85%	-7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	97%	90%	96%	7%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		24%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions					▪	▪	▪		▪	▪			42%
Discharges													0%
Services	▪	▪	▪		▪	▪	▪	▪	▪	▪	▪		83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual   │ Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 98 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 2018 - June 2019 (Data as of Sep 16, 2019)
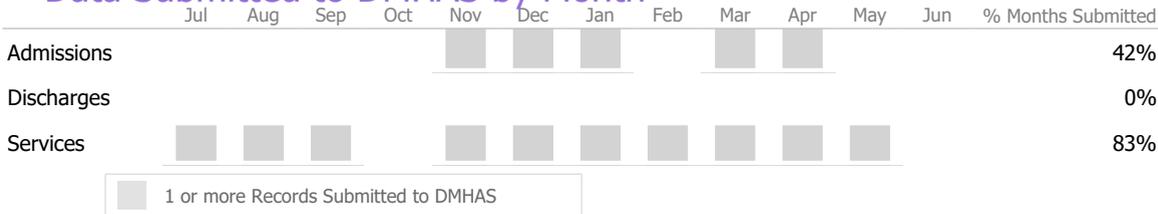
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	45	69	-35%	▼
Admits	21	28	-25%	▼
Discharges	31	46	-33%	▼
Service Hours	280	473	-41%	▼

Service Engagement
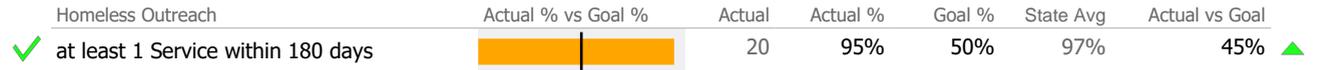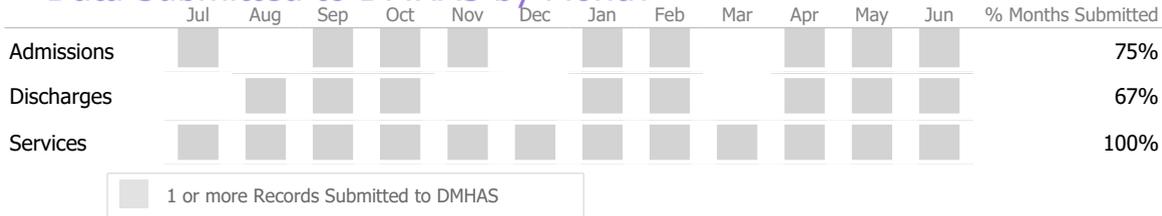
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		20	95%	50%	97%	45%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢	▢	▢		▢	▢		▢	▢	▢	75%
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 45 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	10	-10%	
Admits	2	4	-50%	▼
Discharges	1	4	-75%	▼
Service Hours	166	194	-14%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		6	67%	85%	85%	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪									▪		17%
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 98 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	333	344	-3%	
Admits	103	95	8%	
Discharges	67	116	-42%	▼
Service Hours		-		
Social Rehab/PHP/IOP Days	7,557	7,672	-1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		256	95%	90%	76%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪		▪		▪			▪				42%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

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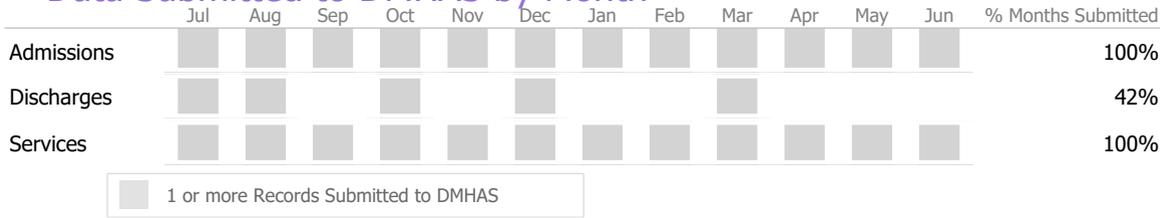
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 33 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	18	6%
Admits	2	4	-50% ▼
Discharges	-	1	-100% ▼
Service Hours	103	938	-89% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	95%	85%	91%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		18	95%	90%	97%	5%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		41%	80%

Data Submitted to DMHAS by Month

|	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								▢			▢		17%
Discharges													0%
Services	▢	▢			▢	▢	▢	▢			▢		58%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 66 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 2018 - June 2019 (Data as of Sep 16, 2019)
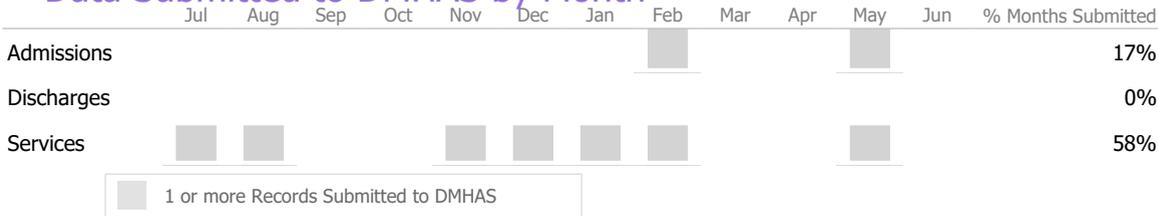
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	82	-15%	▼
Admits	29	38	-24%	▼
Discharges	38	41	-7%	
Service Hours	531	514	3%	

Service Engagement
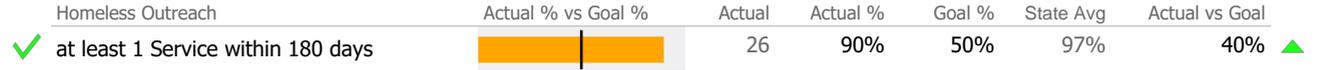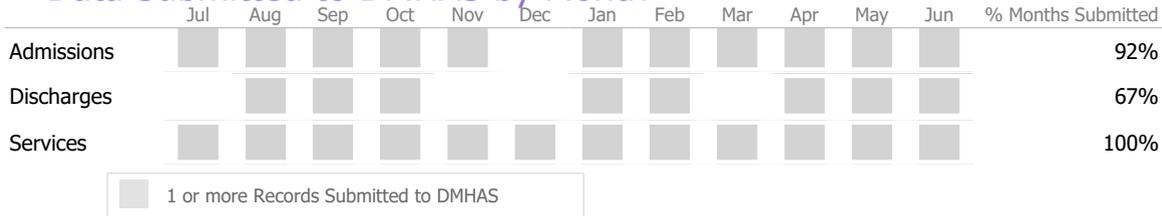
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		26	90%	50%	97%	40%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪		▪	▪	▪	▪	▪	▪	92%
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 45 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 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	-	-	
Service Hours	254	374	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	85%	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%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	86%

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	▢	▢		▢	▢	▢	▢	▢	▢	▢	▢		83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs