

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	183	166	10%
	Admits	35	65	-46% ▼
	Discharges	55	40	38% ▲
	Service Hours	16	34	-54% ▼

Consumer Satisfaction Survey

(Based on 16 FY20 Surveys)

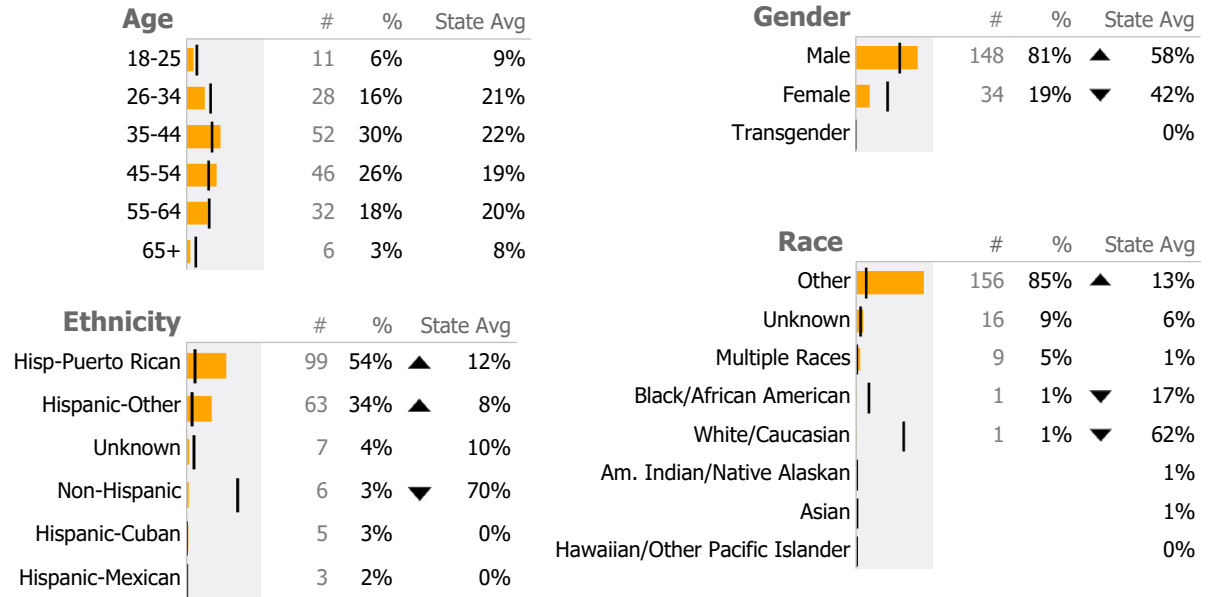
Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
Quality and Appropriateness		79%	80%	93%
Participation in Treatment		75%	80%	92%
General Satisfaction		75%	80%	92%
Overall		75%	80%	91%
Access		73%	80%	88%



Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Employment Services	183	100.0%

Client Demographics



CoOp Ctr Proyecto Nueva 441480

Council of Churches Greater Bridgeport

Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

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Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		2	1%	35%	29%	-34% ▼

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		30	23%	90%	60%	-67% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		93% 81%

On-Time Periodic	Actual	State Avg
6 Month Updates		0% 35%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 10 Active Employment Services Programs

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