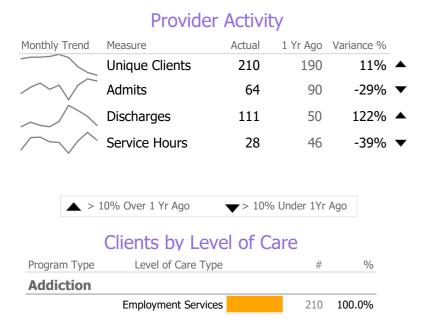
Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)



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% 92% General Satisfaction 75% 80% Overall 75% 80% 91% 80% 88% Access 73% Satisfied % Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age		#	%	State Avg	Gender		#	%	State Avg
18-25		13	6%	10%	Male		169	81%	▲ 58%
26-34		35	17%	22%	Female		40	19%	▼ 42%
35-44		58	29%	23%	Transgender				0%
45-54		55	27%	19%					
55-64		34	17%	19%					
65+		6	3%	8%	Race		#	%	State Avg
					Other		179	85%	▲ 13%
Ethnicity		#	%	State Avg	Unknown		19	9%	6%
Hisp-Puerto Rican		112	53%	▲ 12%	Multiple Races		11	5%	1%
Hispanic-Other		71	34%	▲ 8%	White/Caucasian		1	0%	▼ 62%
Unknown		11	5%	11%	Am. Indian/Native Alaskan				0%
Non-Hispanic	' '	8	4%	▼ 69%	Asian				1%
	I			·	Black/African American				▼ 17%
Hispanic-Cuban		5	2%	0%	Hawaiian/Other Pacific Islander	-			0%
Hispanic-Mexican		3	1%	0%					
		Unique C	lients	State Avg	▲ > 10% Over State Avg	▼	> 10% U	nder S	tate Avg

CoOp Ctr Projecto 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 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	210	190	11%	
Admits	64	90	-29%	▼
Discharges	111	50	122%	
Service Hours	28	46	-39%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		2	1%	35%	29%	-34%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		45	44%	90%	79%	-46%	▼

Data Submission Quality

Data Entry	 Actual S	tate Avg
Valid NOMS Data	92%	81%
On-Time Periodic	Actual	State Avg
6 Month Updates	5%	51%

Data Submitted to DMHAS by Month



	> 10% 0	ver 🔻 < 109	% Under	
Actual	Goal	V Goal Met	Belo	w Goal

* State Avg based on 10 Active Employment Services Programs

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