Council of Churches Greater Bridgeport
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - December 2023   (Data as of Mar 26, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	169	143	18%	▲
	Admits	108	108	0%	
	Discharges	109	83	31%	▲
	Service Hours	52	50	4%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		169	100.0%

Consumer Satisfaction Survey   (Based on 63 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	General Satisfaction		98%	80%	92%
✓	Overall		98%	80%	91%
✓	Access		97%	80%	88%
✓	Participation in Treatment		97%	80%	92%
✓	Respect		84%	80%	91%
🔴	Outcome		62%	80%	83%
🔴	Recovery		62%	80%	79%

Satisfied %	Goal %	0-80%	80-100%	✓ Goal Met	🔴 Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	17	10%	8%
26-34	30	18%	19%
35-44	42	25%	24%
45-54	37	22%	18%
55-64	37	22%	19%
65+	4	2%	10%

Gender

	#	%		State Avg
Male	138	82%	▲	59%
Female	30	18%	▼	41%
Transgender				0%

Ethnicity

	#	%		State Avg
Hisp-Puerto Rican	143	85%	▲	10%
Hispanic-Other	14	8%		10%
Hispanic-Mexican	9	5%		1%
Hispanic-Cuban	1	1%		0%
Non-Hispanic	1	1%	▼	65%
Unknown	1	1%	▼	14%

Race

	#	%		State Avg
Other	166	98%	▲	12%
Unknown	3	2%		8%
Am. Indian/Native Alaskan				1%
Asian				1%
Black/African American			▼	17%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
White/Caucasian			▼	60%

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

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

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Council of Churches Greater Bridgeport
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	169	143	18%	▲
Admits	108	108	0%	
Discharges	109	83	31%	▲
Service Hours	52	50	4%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		0	0%	35%	29%	-35%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		54	90%	90%	87%	0%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	92%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	64%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▩	▩	▩	▩	▩	▩	100%
Discharges	▩	▩	▩	▩	▩	▩	100%
Services	▩	▩		▩	▩	▩	83%

▩ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 9 Active Employment Services Programs

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