

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	596	578	3%
	Admits	225	222	1%
	Discharges	195	208	-6%
	Service Hours	7,594	9,390	-19% ▼
	S.Rehab/PHP/IOP	5,217	5,538	-6%

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

Consumer Satisfaction Survey

(Based on 110 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Quality and Appropriateness		96%	80%	93%
✓ Overall		95%	80%	91%
✓ Access		94%	80%	88%
✓ Participation in Treatment		93%	80%	92%
✓ Respect		93%	80%	91%
✓ Recovery		89%	80%	79%
✓ Outcome		88%	80%	83%

■ Satisfied % | Goal % 0-80% 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	279	42.3%
	Social Rehabilitation	235	35.6%
	Community Support	146	22.1%

Client Demographics

Age	#	%	State Avg
18-25	28	5%	9%
26-34	80	13%	20%
35-44	115	19%	25%
45-54	126	21%	18%
55-64	172	29% ▲	18%
65+	73	12%	9%

Gender	#	%	State Avg
Male	332	56%	60%
Female	264	44%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	342	57%	64%
Hispanic-Other	231	39% ▲	11%
Hisp-Puerto Rican	13	2%	10%
Unknown	6	1% ▼	15%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	340	57%	58%
Black/African American	130	22%	17%
Multiple Races	55	9%	1%
Other	48	8%	12%
Asian	14	2%	1%
Am. Indian/Native Alaskan	8	1%	1%
Unknown	1	0%	9%
Hawaiian/Other Pacific Islander			0%

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

CCR/FUSE Danbury

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 2023 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	11	-18% ▼
Admits	1	4	-75% ▼
Discharges	3	3	0%
Service Hours	121	370	-67% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Stable Living Situation		6	67%	85%	93%	-18% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		6	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98% 99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		100% 86%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 67 Active Supportive Housing – Development Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	44	7%
Admits	13	9	44% ▲
Discharges	13	10	30% ▲
Service Hours	811	590	38% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		40	85%	85%	85%	0%

Service Utilization

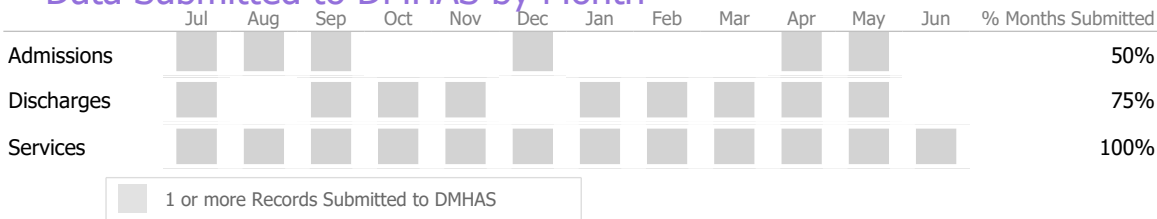
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	146	133	10%
Admits	27	22	23% ▲
Discharges	29	13	123% ▲
Service Hours	5,014	6,783	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	72%	65%	53%	7%

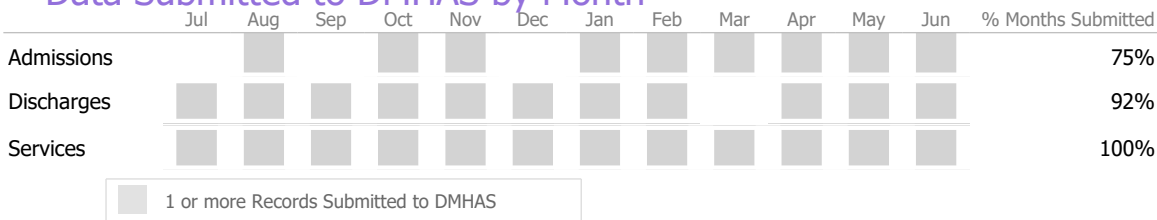
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		140	95%	60%	80%	35% ▲
✓ Improved/Maintained Function Score		126	98%	65%	58%	33% ▲
✓ Stable Living Situation		143	97%	80%	86%	17% ▲
✓ Employed		30	20%	20%	16%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		118	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 35 Active CSP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	1	2	-50% ▼
Discharges	2	2	0%
Service Hours	171	134	28% ▲

Recovery

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

Service Utilization

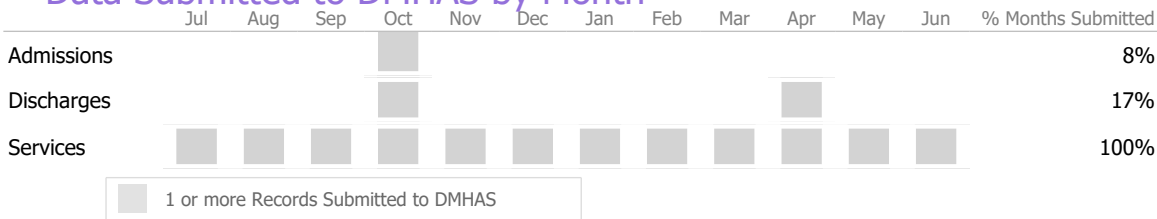
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	16	6%
Admits	2	3	-33% ▼
Discharges	2	1	100% ▲
Service Hours	420	158	166% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	100%	85%	93%	15% ▲

Service Utilization

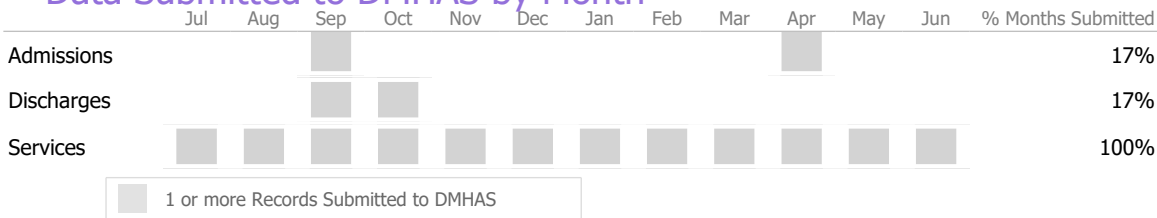
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	98%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 67 Active Supportive Housing – Development Programs

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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

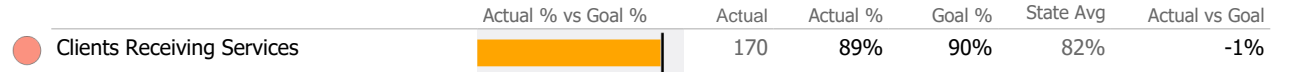
Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

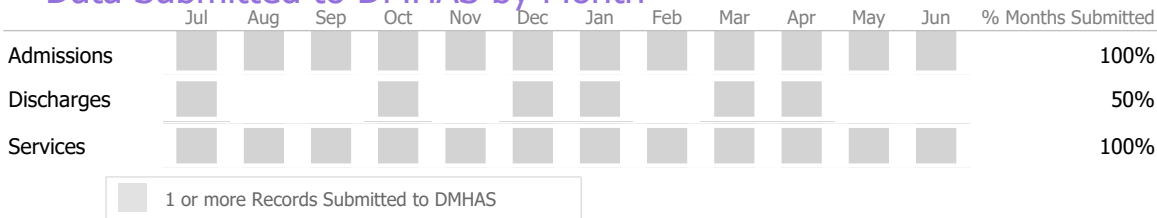
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	235	223	5%
Admits	69	52	33% ▲
Discharges	48	57	-16% ▼
Service Hours	8	4	100% ▲
Social Rehab/PHP/IOP Days	5,217	5,538	-6%

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	-	1	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	74	355	-79% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	88%	85%	85%	3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	95%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

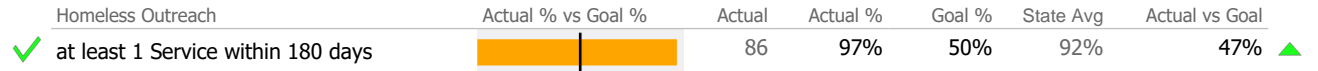
* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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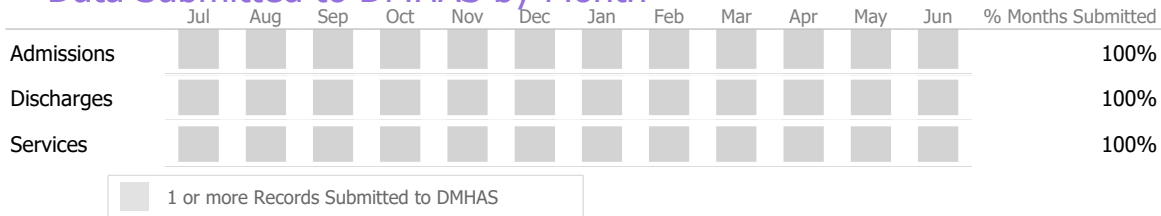
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	147	134	10%
Admits	91	84	8%
Discharges	64	81	-21% ▼
Service Hours	615	619	-1%

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 60 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	9	11% ▲
Admits	3	2	50% ▲
Discharges	3	2	50% ▲
Service Hours	236	143	66% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		10	100%	85%	85%	15% ▲

Service Utilization

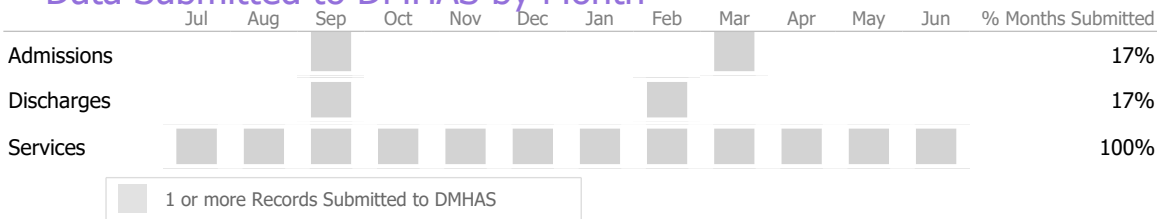
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	95%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		82%

Data Submitted to DMHAS by Month



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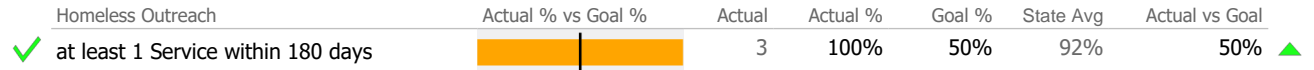
* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	9	-22% ▼
Admits	3	8	-63% ▼
Discharges	-	5	-100% ▼
Service Hours	22	58	-62% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 60 Active Outreach & Engagement Programs