Council of Churches Greater Bridgeport
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -September 2025   (Data as of Dec 15, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	108	101	7%
	Admits	52	58	-10%
	Discharges	41	40	3%
	Service Hours	26	29	-11% ▼

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

Consumer Satisfaction Survey   (Based on 4 FY25 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	Participation in Treatment		100%	80%	92%
✓	General Satisfaction		100%	80%	92%
✓	Overall		100%	80%	91%
✓	Respect		100%	80%	91%
🔴	Access		75%	80%	88%
🔴	Outcome		75%	80%	83%

Legend: ▮ Satisfied % | Goal %   ▮ 0-80%   ▮ 80-100%   ✓ Goal Met   🔴 Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction			
	Employment Services	108	100.0%

Client Demographics

Age

	#	%	State Avg
18-25	12	11%	9%
26-34	15	14%	18%
35-44	38	36% ▲	25%
45-54	20	19%	18%
55-64	14	13%	19%
65+	6	6%	11%

Gender

	#	%	State Avg
Male	72	67%	58%
Female	35	32%	41%
Transgender/Other	1	1%	0%

Ethnicity

	#	%	State Avg
Hisp-Puerto Rican	90	83% ▲	10%
Hispanic-Other	11	10%	12%
Hispanic-Mexican	5	5%	1%
Hispanic-Cuban	1	1%	0%
Unknown	1	1% ▼	13%
Non-Hispanic		▼	64%

Race

	#	%	State Avg
Other	106	98% ▲	12%
Multiple Races	2	2%	1%
Am. Indian/Native Alaskan			1%
Asian			1%
Black/African American		▼	17%
Hawaiian/Other Pacific Islander			0%
Unknown			8%
White/Caucasian		▼	59%

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

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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 2025 - September 2025   (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	108	101	7%
Admits	52	58	-10%
Discharges	41	40	3%
Service Hours	26	29	-11% ▼

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		55	98%	90%	88%	8%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		100%	91%

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	60%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal
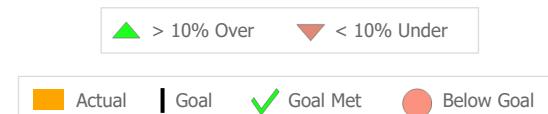
* State Avg based on 10 Active Employment Services Programs