Catholic Charities of Fairfield County Inc.
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	492	508	-3%
	Admits	31	65	-52% ▼
	Discharges	47	53	-11% ▼
	Service Hours	2,429	2,301	6%
	S.Rehab/PHP/IOP	1,889	1,835	3%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	285	50.8%
	Community Support	140	25.0%
	Case Management	136	24.2%

Consumer Satisfaction Survey

(Based on 86 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Access		98%	80%	88%
✓ General Satisfaction		97%	80%	92%
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ Respect		96%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Outcome		87%	80%	83%
● Recovery		78%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	20	4%	9%
26-34	64	13%	22%
35-44	82	17%	21%
45-54	117	24%	20%
55-64	145	30%	20%
65+	59	12%	7%

Gender	#	%	State Avg
Male	285	58%	59%
Female	207	42%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	422	86% ▲	71%
Hispanic-Other	31	6%	7%
Hisp-Puerto Rican	30	6%	12%
Unknown	4	1%	9%
Hispanic-Mexican	3	1%	1%
Hispanic-Cuban	2	0%	0%

Race	#	%	State Avg
White/Caucasian	346	70%	64%
Black/African American	72	15%	16%
Other	53	11%	13%
Asian	10	2%	1%
Am. Indian/Native Alaskan	4	1%	1%
Multiple Races	3	1%	1%
Unknown	3	1%	5%
Hawaiian/Other Pacific Islander	1	0%	0%

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

CCR/FUSE
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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	10	-30%	▼
Admits	-	-		
Discharges	-	-		
Service Hours	41	53	-23%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%

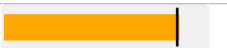
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	79%

Data Submitted to DMHAS by Month

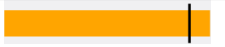
	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		6	86%	85%	88%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		7	100%	90%	92%	10%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

Community Support 502285
Catholic Charities of Fairfield County Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	140	136	3%	
Admits	9	7	29%	▲
Discharges	17	14	21%	▲
Service Hours	1,725	1,519	14%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	73%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	85%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	25%
✓ SA Screen Complete	100%	25%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	100%	96%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		14	82%	65%	57%	17%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		134	96%	60%	82%	36%	▲
✓ Improved/Maintained Axis V GAF Score		117	98%	65%	60%	33%	▲
✓ Stable Living Situation		134	96%	80%	88%	16%	▲
✓ Employed		41	29%	20%	13%	9%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		124	99%	90%	98%	9%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 36 Active CSP Programs

Conger Program Next Step502562
Catholic Charities of Fairfield County Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	16	-44%	▼
Admits	-	-		
Discharges	-	-		
Service Hours	79	143	-45%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	■	■		67%

■ 1 or more Records Submitted to DMHAS

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		9	100%	85%	90%	15%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		9	100%	90%	93%	10%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

FUSE 502557

Catholic Charities of Fairfield County Inc.

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	32	9%
Admits	-	-	
Discharges	1	-	
Service Hours	218	165	32% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		31	89%	85%	90%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		33	97%	90%	93%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	93%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	91%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges			■	33%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

Grass Plain St. HOT 502-294
Catholic Charities of Fairfield County Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	34	-56%	▼
Admits	1	10	-90%	▼
Discharges	1	9	-89%	▼
Service Hours	53	105	-50%	▼

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		1	100%	50%	96%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			■	33%
Discharges		■		33%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

HUD BOS - 134
Catholic Charities of Fairfield County Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	-	1	-100%
Discharges	-	-	
Service Hours	54	59	-8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		6	75%	85%	90%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	100%	90%	93%	10%

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	285	268	6%	
Admits	14	35	-60%	▼
Discharges	26	21	24%	▲
Social Rehab/PHP/IOP Days	1,889	1,835	3%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		162	62%	90%	61%	-28%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■			33%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

Next Steps Supportive Hsg, Bridgeport
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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	17	0%
Admits	1	-	
Discharges	1	-	
Service Hours	99	27	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		14	82%	85%	88%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		14	88%	90%	92%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	57%	79%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 66 Active Supportive Housing – Development Programs

PATH - CM - Outreach and Eng
Catholic Charities of Fairfield County Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	53	-28%	▼
Admits	6	12	-50%	▼
Discharges	1	9	-89%	▼
Service Hours	115	151	-24%	▼

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		6	100%	50%	96%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

PILOTS Scattered Site 502-553
Catholic Charities of Fairfield County Inc.
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	-	-	
Service Hours	46	80	-42% ▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		7	100%	85%	90%	15% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		7	100%	90%	93%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	93%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	■	■		67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 98 Active Supportive Housing – Scattered Site Programs