Catholic Charities of Fairfield County Inc.
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - June 2020 (Data as of Nov 12, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	615	616	0%
	Admits	188	206	-9%
	Discharges	195	193	1%
	Service Hours	8,458	9,595	-12% ▼
	S.Rehab/PHP/IOP	5,368	7,557	-29% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	339	47.7%
	Case Management	215	30.2%
	Community Support	157	22.1%

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	27	4%	11%
26-34	82	13%	23%
35-44	107	18%	22%
45-54	150	25%	20%
55-64	174	29% ▲	18%
65+	69	11%	6%

Gender	#	%	State Avg
Male	357	58%	60%
Female	258	42%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	522	85% ▲	69%
Hispanic-Other	46	7%	8%
Hisp-Puerto Rican	34	6%	11%
Unknown	6	1%	11%
Hispanic-Mexican	5	1%	1%
Hispanic-Cuban	2	0%	0%

Race	#	%	State Avg
White/Caucasian	425	69%	62%
Black/African American	97	16%	17%
Other	63	10%	13%
Asian	13	2%	1%
Am. Indian/Native Alaskan	8	1%	1%
Multiple Races	4	1%	1%
Unknown	4	1%	6%
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 - June 2020 (Data as of Nov 12, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	10	-20%	▼
Admits	1	-		
Discharges	-	3	-100%	▼
Service Hours	234	253	-8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		6	75%	85%	92%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions								■					8%
Discharges													0%
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

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 - June 2020 (Data as of Nov 12, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	157	168	-7%	
Admits	27	42	-36%	▼
Discharges	33	40	-18%	▼
Service Hours	5,280	6,769	-22%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	72%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	84%

Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	40%
✓ SA Screen Complete	100%	36%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		27	82%	65%	62%	17%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		148	94%	60%	81%	34%	▲
✓ Improved/Maintained Axis V GAF Score		137	97%	65%	66%	32%	▲
✓ Stable Living Situation		152	96%	80%	87%	16%	▲
✓ Employed		41	26%	20%	13%	6%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		125	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■				■	■	■	■	■	■	75%
Discharges	■	■	■	■		■		■	■	■	■		75%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 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 - June 2020 (Data as of Nov 12, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	16	-38%	▼
Admits	1	-		
Discharges	1	7	-86%	▼
Service Hours	207	468	-56%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		9	90%	85%	88%	5%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		9	100%	90%	97%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	90%

	On-Time Periodic	Actual	State Avg
●	6 Month Updates	75%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions												■	8%
Discharges											■		8%
Services	■	■		■	■	■	■		■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 99 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 - June 2020 (Data as of Nov 12, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	38	-3%	
Admits	2	6	-67%	▼
Discharges	4	3	33%	▲
Service Hours	862	771	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		31	84%	85%	88%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		32	97%	90%	97%	7%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	90%

On-Time Periodic	Actual	State Avg
6 Month Updates	77%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										■			8%
Discharges			■	■		■					■		33%
Services	■	■	■	■	■		■	■	■	■	■	■	92%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 99 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 - June 2020 (Data as of Nov 12, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	45	-2%	
Admits	30	21	43%	▲
Discharges	24	31	-23%	▼
Service Hours	283	280	1%	

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		28	93%	50%	93%	43%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			■	■	■	■	■	■	■		■	■	75%
Discharges		■	■			■	■	■	■		■	■	67%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 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 - June 2020 (Data as of Nov 12, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	9	22%	▲
Admits	3	2	50%	▲
Discharges	3	1	200%	▲
Service Hours	182	166	9%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		8	73%	85%	88%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	90%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									■		■		17%
Discharges								■				■	17%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 99 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 - June 2020 (Data as of Nov 12, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	339	335	1%
Admits	70	104	-33% ▼
Discharges	105	67	57% ▲
Social Rehab/PHP/IOP Days	5,368	7,557	-29% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		225	95%	90%	75%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■				75%
Discharges	■					■	■	■					33%
Services	■	■	■	■	■	■	■	■	■				75%

■ 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 - June 2020 (Data as of Nov 12, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	18	19	-5%
Admits	2	2	0%
Discharges	1	3	-67% ▼
Service Hours	389	103	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		17	94%	85%	92%	9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		14	82%	90%	97%	-8%

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
● 6 Month Updates	69%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■						■						17%
Discharges			■										8%
Services	■	■	■	■	■		■		■	■	■	■	83%

■ 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 - June 2020 (Data as of Nov 12, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	84	70	20%	▲
Admits	52	29	79%	▲
Discharges	19	38	-50%	▼
Service Hours	521	531	-2%	

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		49	94%	50%	93%	44%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges		■	■	■			■	■	■		■		58%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 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 - June 2020 (Data as of Nov 12, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	5	-	
Service Hours	85	254	-67% ▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		7	100%	85%	88%	15% ▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		2	100%	90%	97%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	90%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	100%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges					■	■							17%
Services	■	■		■	■		■				■	■	58%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 99 Active Supportive Housing – Scattered Site Programs