

### 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

### 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

### Clients by Level of Care

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

### 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

### 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

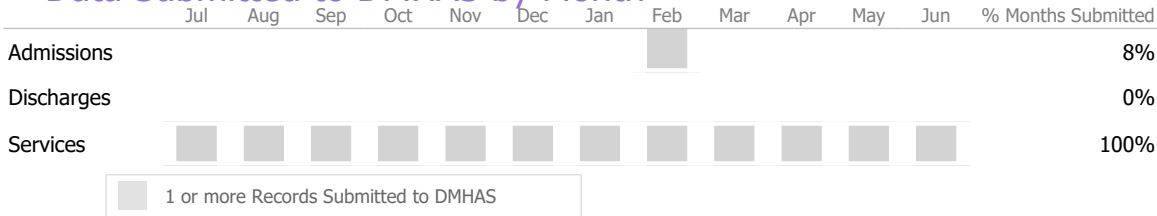
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### 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% ▲

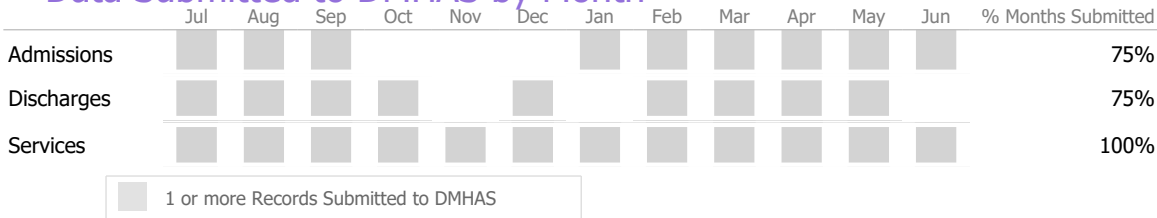
### Recovery

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



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 36 Active CSP Programs

### 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

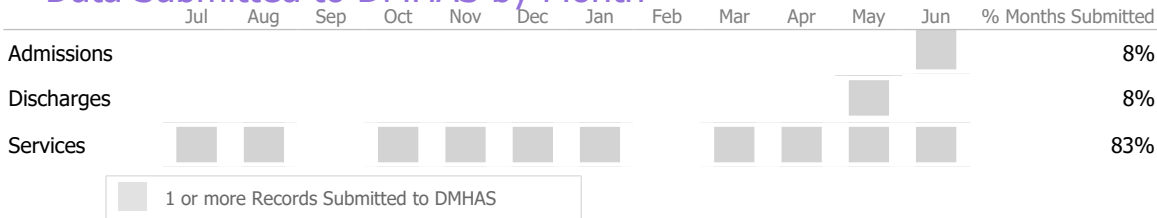
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

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

### Data Submitted to DMHAS by Month



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■ Actual    | Goal    ✓ Goal Met    ● Below Goal

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

### 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

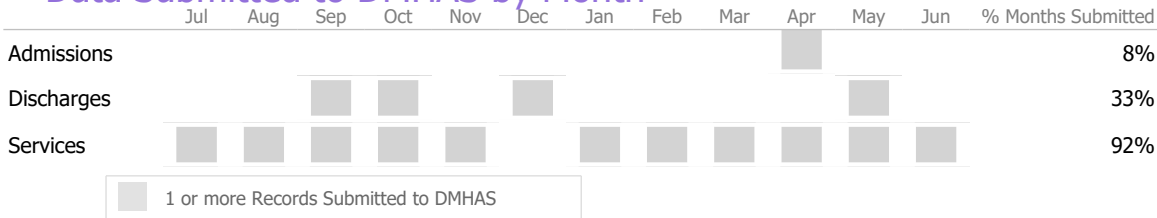
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		32	97%	90%	97%	7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		90%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

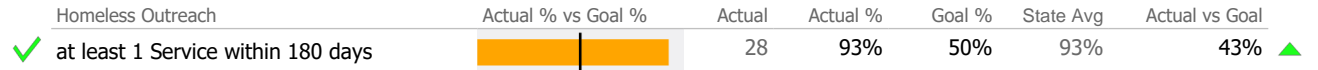
Actual | Goal    ✓ Goal Met    ● Below Goal

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

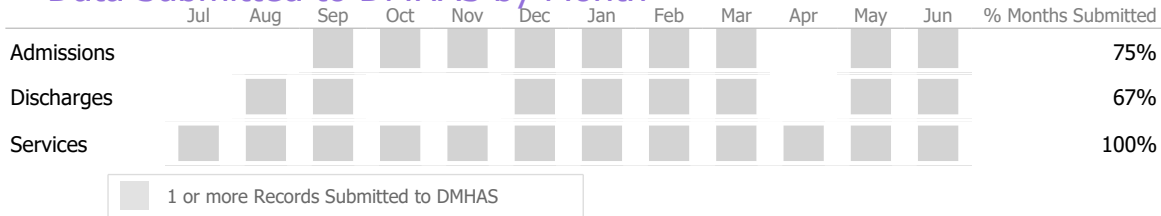
### Program Activity

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



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

 Actual    | Goal     Goal Met     Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs

### 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

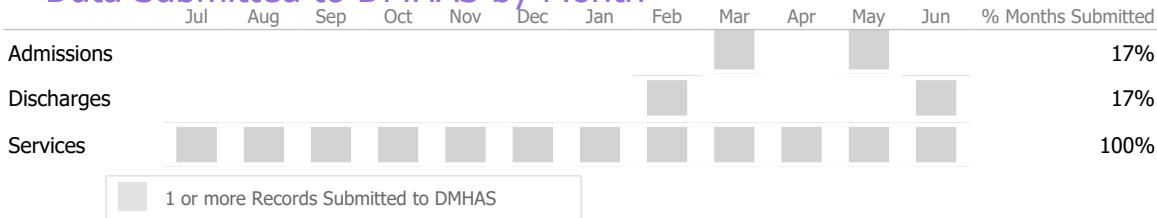
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

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

### Data Submitted to DMHAS by Month



▲ > 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

## 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% ▼

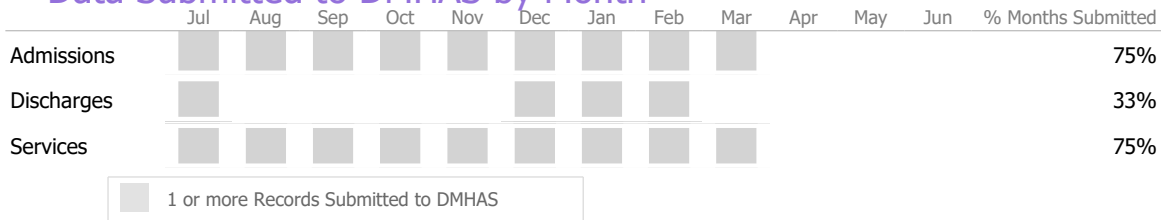
## Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	225	95%	90%	75%	5%

## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs



### 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

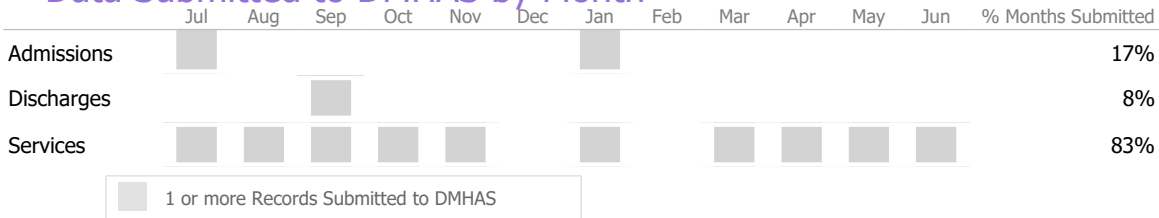
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		14	82%	90%	97%	-8%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

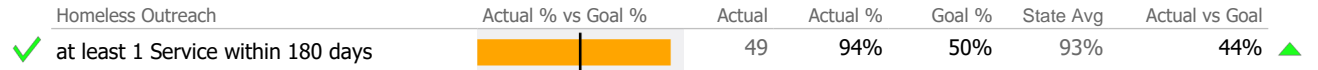
Actual | Goal    ✓ Goal Met    ● Below Goal

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

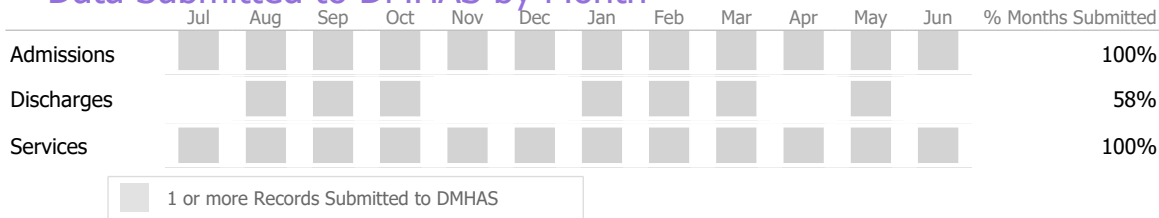
### Program Activity

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



### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

 Actual    | Goal     Goal Met     Below Goal

\* State Avg based on 46 Active Outreach & Engagement Programs

### 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

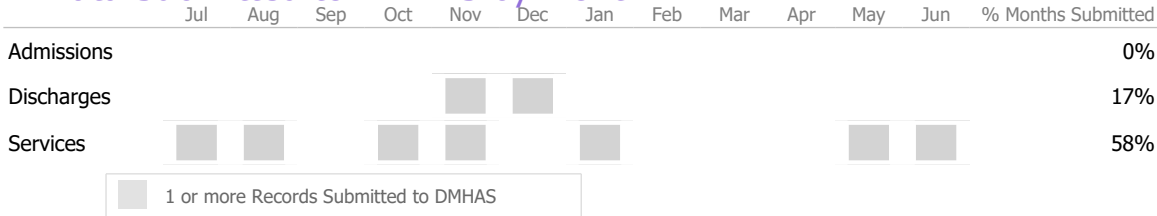
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		2	100%	90%	97%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

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