

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	535	475	13%	▲
	Admits	168	138	22%	▲
	Discharges	157	113	39%	▲
	Service Hours	7,304	5,963	22%	▲
	S.Rehab/PHP/IOP	4,077	3,372	21%	▲

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

Consumer Satisfaction Survey

(Based on 83 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		99%	80%	92%
✓ Participation in Treatment		99%	80%	92%
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Respect		97%	80%	91%
✓ Access		96%	80%	88%
✓ Outcome		88%	80%	83%
✓ Recovery		80%	80%	79%

■ 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	254	42.8%
	Social Rehabilitation	211	35.6%
	Community Support	128	21.6%

Client Demographics

Age	#	%	State Avg
18-25	18	3%	10%
26-34	85	16%	20%
35-44	86	16%	24%
45-54	115	22%	18%
55-64	163	31%	19%
65+	66	12%	9%

Gender	#	%	State Avg
Male	283	53%	59%
Female	252	47%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	441	82%	68%
Hispanic-Other	59	11%	9%
Hisp-Puerto Rican	29	5%	11%
Hispanic-Mexican	4	1%	1%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	12%

Race	#	%	State Avg
White/Caucasian	356	67%	61%
Black/African American	101	19%	17%
Other	49	9%	13%
Asian	12	2%	1%
Am. Indian/Native Alaskan	7	1%	1%
Multiple Races	6	1%	1%
Unknown	3	1%	7%
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 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	2	1	100% ▲
Discharges	3	1	200% ▲
Service Hours	299	169	77% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	94%	4%

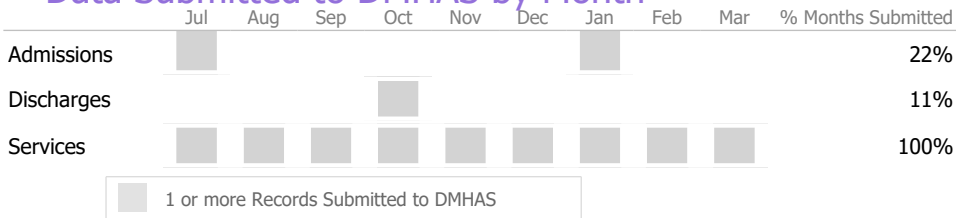
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	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		82%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 65 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	40	36	11% ▲
Admits	5	2	150% ▲
Discharges	7	3	133% ▲
Service Hours	461	398	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		30	75%	85%	86%	-10%

Service Utilization

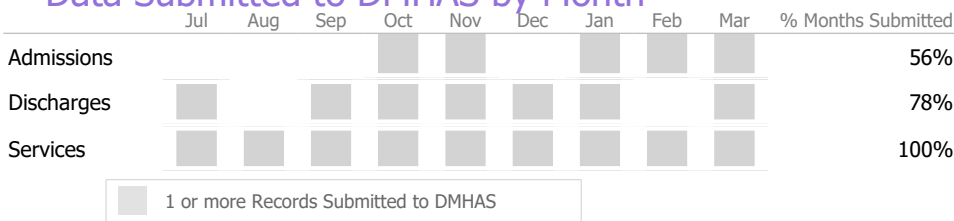
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	94%	90%	97%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 117 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	128	130	-2%
Admits	17	15	13% ▲
Discharges	13	17	-24% ▼
Service Hours	5,397	3,917	38% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	88%
On-Time Periodic		
6 Month Updates	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	77%	65%	55%	12% ▲

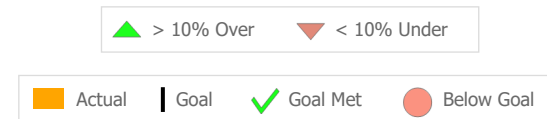
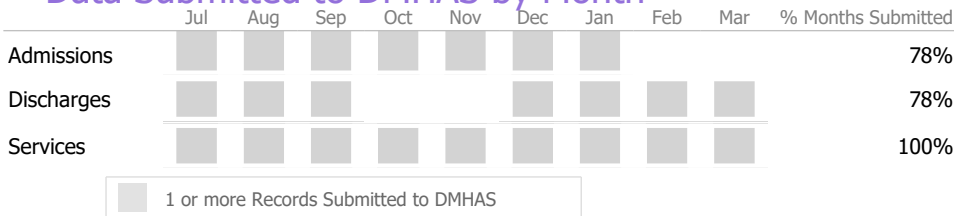
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		122	95%	60%	79%	35% ▲
✓ Stable Living Situation		124	97%	80%	88%	17% ▲
✓ Employed		31	24%	20%	15%	4%
● Improved/Maintained Function Score		81	63%	65%	30%	-2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		116	100%	90%	98%	10%

Data Submitted to DMHAS by Month



* State Avg based on 36 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	9	11% ▲
Admits	1	1	0%
Discharges	2	-	
Service Hours	81	146	-45% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		8	80%	85%	86%	-5%

Service Utilization

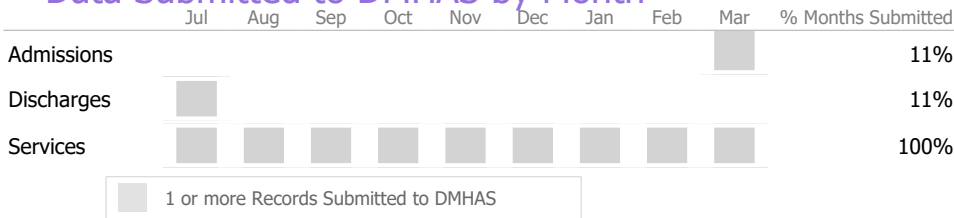
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	97%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 117 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	9	10	-10%
Admits	1	3	-67% ▼
Discharges	1	2	-50% ▼
Service Hours	293	271	8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	89%	85%	86%	4%

Service Utilization

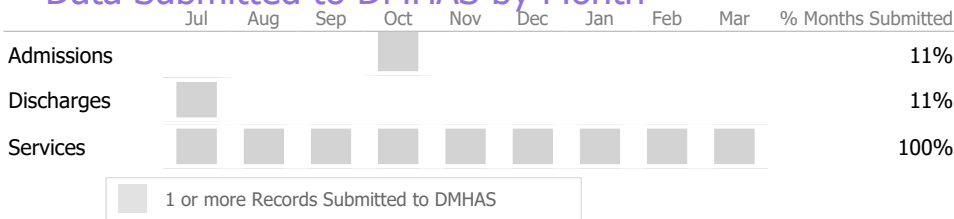
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

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

Data Submitted to DMHAS by Month



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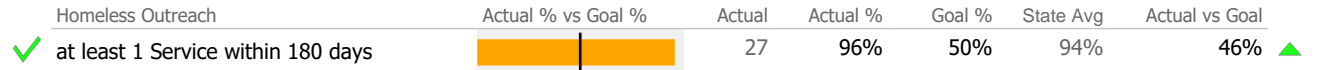
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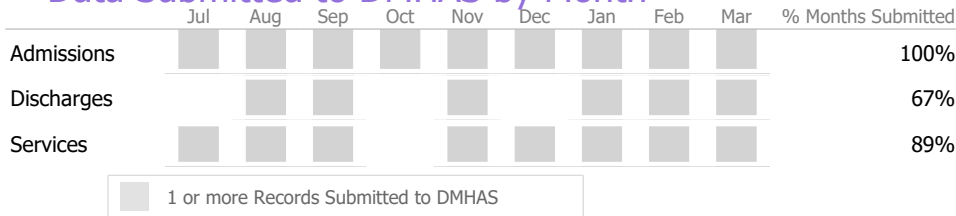
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	22	91% ▲
Admits	29	13	123% ▲
Discharges	26	5	420% ▲
Service Hours	138	82	69% ▲

Service Engagement



Data Submitted to DMHAS by Month



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■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	3	5	-40% ▼
Discharges	1	-	
Service Hours	65	280	-77% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	94%	15% ▲

Service Utilization

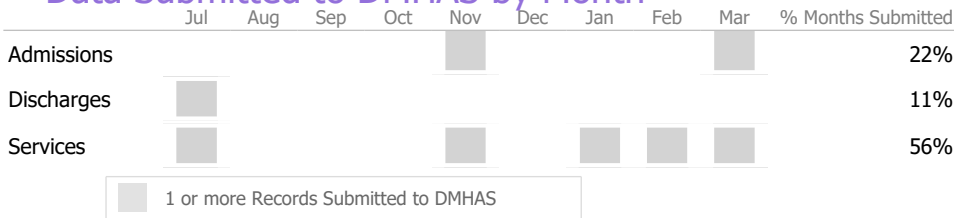
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

Data Submitted to DMHAS by Month



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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

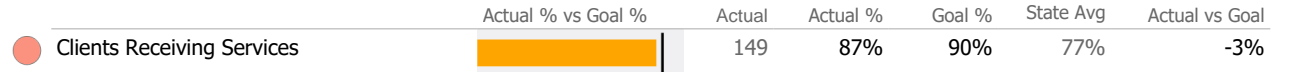
Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

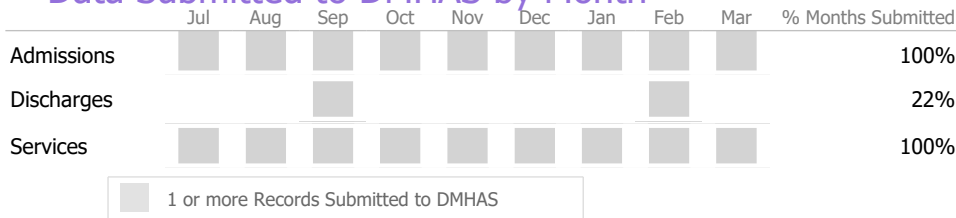
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	211	197	7%
Admits	38	54	-30% ▼
Discharges	40	43	-7%
Service Hours	4	269	-99% ▼
Social Rehab/PHP/IOP Days	4,077	3,372	21% ▲

Service Utilization



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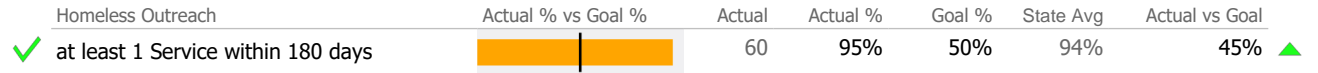
* State Avg based on 33 Active Social Rehabilitation Programs

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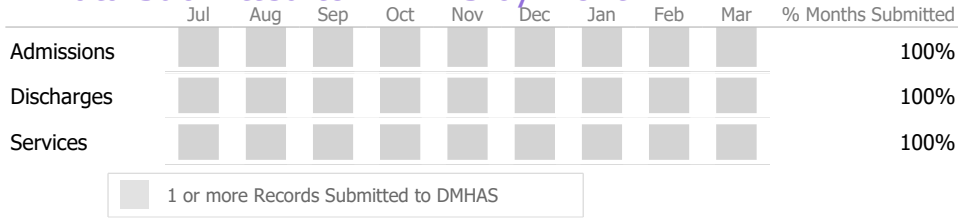
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	99	18% ▲
Admits	64	39	64% ▲
Discharges	58	42	38% ▲
Service Hours	437	381	15% ▲

Service Engagement



Data Submitted to DMHAS by Month



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■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	5	-100% ▼
Discharges	1	-	
Service Hours	72	50	44% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	86%	15% ▲

Service Utilization

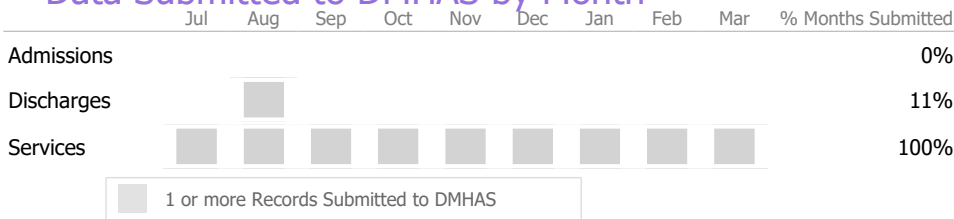
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
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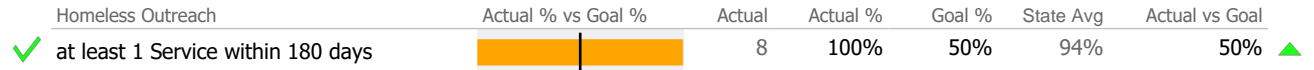
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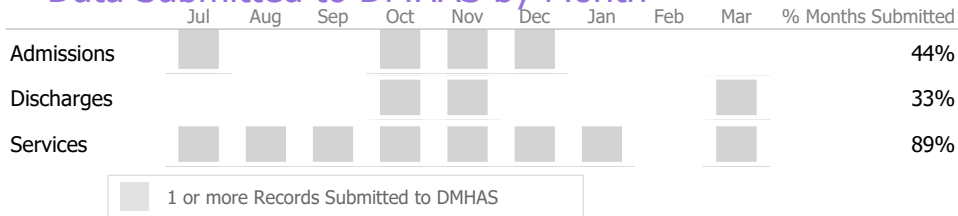
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9		
Admits	8	-	
Discharges	5	-	
Service Hours	58	-	

Service Engagement



Data Submitted to DMHAS by Month



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