

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	380	394	-4%
	Admits	125	214	-42% ▼
	Discharges	119	216	-45% ▼
	Service Hours	8,409	6,883	22% ▲
	S.Rehab/PHP/IOP	6,503	7,734	-16% ▼

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

Consumer Satisfaction Survey (Based on 150 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		95%	80%	92%
✓ Overall		91%	80%	91%
✓ Respect		91%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ Access		89%	80%	88%
✓ Participation in Treatment		89%	80%	92%
● Outcome		78%	80%	83%
● Recovery		76%	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			
	Social Rehabilitation	219	49.2%
	Community Support	147	33.0%
	Case Management	65	14.6%
	Recovery Support	14	3.1%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	39	10%	16%	Female	191	50%	40%
26-34	39	10% ▼	23%	Male	189	50%	60%
35-44	64	17%	20%				
45-54	122	32%	24%				
55-64	89	23%	14%				
65+	27	7%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	335	88% ▲	75%	White/Caucasian	291	77% ▲	65%
Hisp-Puerto Rican	24	6%	12%	Black/African American	49	13%	17%
Hispanic-Other	14	4%	6%	Other	27	7%	14%
Unknown	5	1%	6%	Asian	7	2%	1%
Hispanic-Mexican	2	1%	0%	Unknown	4	1%	3%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan	1	0%	1%
				Multiple Races	1	0%	1%
				Hawaiian/Other Pacific Islander			0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	9	44% ▲
Admits	5	6	-17% ▼
Discharges	2	1	100% ▲
Service Hours	486	170	187% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	85%	85%	90%	0%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		99%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	147	164	-10%
Admits	29	121	-76% ▼
Discharges	37	52	-29% ▼
Service Hours	4,528	4,797	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic 6 Month Updates	100%	82%
Cooccurring MH Screen Complete	100%	62%
SA Screen Complete	100%	61%
Diagnosis Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		30	81%	65%	54%	16% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		145	99%	60%	68%	39% ▲
Stable Living Situation		138	94%	80%	91%	14% ▲
Employed		40	27%	20%	10%	7%
Improved/Maintained Axis V GAF Score		127	95%	95%	58%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		115	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■		■	■	■	■	92%
Discharges	■	■		■		■	■	■	■	■	■	■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 Goal

✓
 Goal Met

●
 Below Goal

* State Avg based on 40 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	20	40% ▲
Admits	11	1	1000% ▲
Discharges	3	3	0%
Service Hours	1,202	599	101% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	96%	85%	89%	11% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	93%	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



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 67 Active Supportive Housing – Scattered Site Programs

Mentoring 502-281

Catholic Charities of Fairfield County Inc.

Mental Health - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	12	17% ▲
Admits	3	5	-40% ▼
Discharges	7	1	600% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Peer Based Mentoring 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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	219	228	-4%
Admits	74	70	6%
Discharges	68	85	-20% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	6,503	7,734	-16% ▼

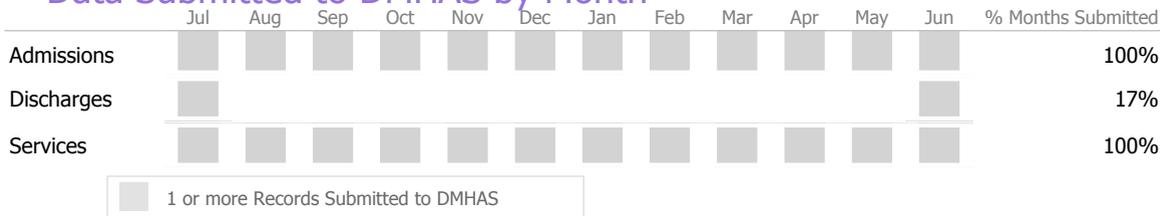
Service Utilization



Clients Receiving Services

Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
	150	99%	90%	81%	9%

Data Submitted to DMHAS by Month



* State Avg based on 39 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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	2	-	
Discharges	1	1	0%
Service Hours	1,481	424	249% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		16	100%	85%	90%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	100%	90%	92%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		99%

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 53 Active Supportive Housing – Development Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	7	14% ▲
Admits	1	-	
Discharges	1	-	
Service Hours	712	581	23% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		8	100%	85%	89%	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		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 67 Active Supportive Housing – Scattered Site Programs