Council of Churches_Greater Bridgeport
Bridgeport, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	102	115	-11%	▼
	Admits	91	101	-10%	
	Discharges	88	103	-15%	▼
	Service Hours	172			

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Employment Services		102	100.0%

Consumer Satisfaction Survey   (Based on 19 FY13 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		100%	80%	93%
✔	Overall		100%	80%	91%
✔	Respect		100%	80%	91%
✔	Outcome		100%	80%	83%
✔	General Satisfaction		94%	80%	92%
✔	Participation in Treatment		94%	80%	92%
✔	Recovery		82%	80%	79%
🔴	Access		78%	80%	88%

Satisfied %		Goal %		0-80%		80-100%		✔ Goal Met		🔴 Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	26	25%	16%
26-34	26	25%	23%
35-44	31	30%	20%
45-54	15	15%	24%
55-64	4	4%	14%
65+			4%

Gender

Gender	#	%		State Avg
Male	89	87%	▲	60%
Female	13	13%	▼	40%

Race

Race	#	%		State Avg
Other	100	98%	▲	14%
White/Caucasian	2	2%	▼	65%
Am. Indian/Native Alaskan				1%
Asian				1%
Black/African American			▼	17%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Unknown				3%

Ethnicity

Ethnicity	#	%		State Avg
Hisp-Puerto Rican	97	95%	▲	12%
Hispanic-Other	4	4%		6%
Hispanic-Cuban	1	1%		0%
Hispanic-Mexican				0%
Non-Hispanic			▼	75%
Unknown				6%

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

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Council of Churches_Greater Bridgeport
Addiction - Employment Services - Employment Services

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	102	115	-11%	▼
Admits	91	101	-10%	
Discharges	88	103	-15%	▼
Service Hours	172	-		

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		27	26%	35%	44%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	88%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		87%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	61%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■		■	■	■	■	■	■	92%
Services								■	■	■	■	■	42%

■ 1 or more Records Submitted to DMHAS
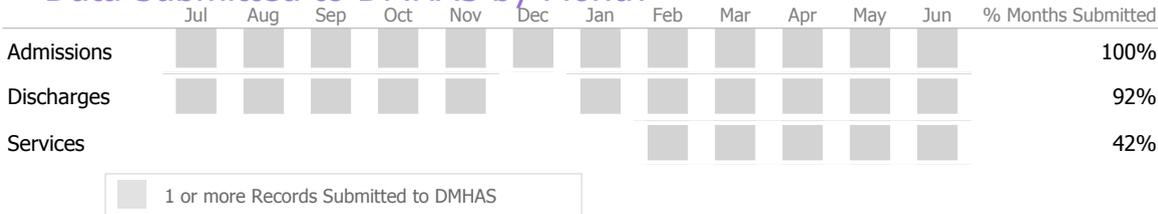
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 7 Active Employment Services Programs