

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	480	350	37%	▲
	Admits	130	46	183%	▲
	Discharges	55	25	120%	▲
	Service Hours	2,651	2,270	17%	▲
	S.Rehab/PHP/IOP	1,898	1,583	20%	▲

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

### Consumer Satisfaction Survey (Based on 172 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		95%	80%	93%
✓ Respect		94%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Overall		91%	80%	91%
✓ Access		90%	80%	88%
✓ Participation in Treatment		90%	80%	92%
✓ Recovery		88%	80%	79%
✓ Outcome		85%	80%	83%

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Social Rehabilitation	252	44.8%
	Case Management	157	27.9%
	Community Support	143	25.4%
	Recovery Support	10	1.8%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	27	6%	13%	Male	254	53%	58%
26-34	56	12%	22%	Female	226	47%	42%
35-44	79	16%	19%				
45-54	142	30%	24%				
55-64	134	28%	17%				
65+	41	9%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	420	88%	75%	White/Caucasian	348	73%	66%
Hisp-Puerto Rican	28	6%	12%	Black/African American	78	16%	16%
Hispanic-Other	25	5%	6%	Other	33	7%	13%
Unknown	5	1%	5%	Asian	7	1%	1%
Hispanic-Cuban	1	0%	0%	Am. Indian/Native Alaskan	6	1%	0%
Hispanic-Mexican	1	0%	1%	Unknown	6	1%	3%
				Multiple Races	1	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	13	0%
Admits	-	2	-100% ▼
Discharges	-	4	-100% ▼
Service Hours	221	87	155% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		13	100%	85%	90%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		11	85%	90%	85%	-5%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



\* State Avg based on 54 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	115	24% ▲
Admits	23	5	360% ▲
Discharges	12	7	71% ▲
Service Hours	1,181	1,165	1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	92%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	83%
SA Screen Complete	100%	82%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	92%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	75%	65%	63%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		135	94%	60%	79%	34% ▲
Stable Living Situation		136	95%	80%	92%	15% ▲
Employed		35	24%	20%	11%	4%
Improved/Maintained Axis V GAF Score		102	94%	95%	53%	-1%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		130	99%	90%	94%	9%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
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	26	27	-4%
Admits	1	2	-50% ▼
Discharges	1	2	-50% ▼
Service Hours	703	504	39% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	96%	85%	82%	11% ▲

### Service Utilization

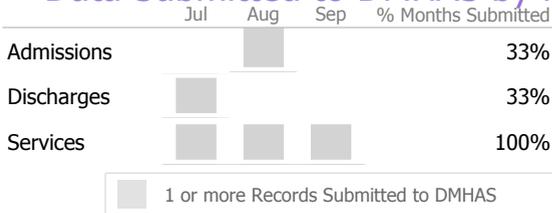
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	86%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

### Data Submitted to DMHAS by Month

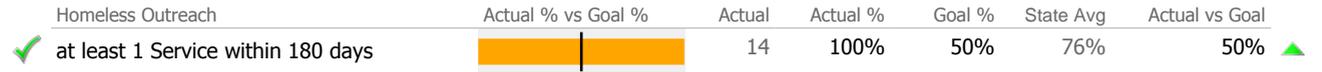


\* State Avg based on 70 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	45	53	-15% ▼
Admits	14	23	-39% ▼
Discharges	15	11	36% ▲
Service Hours	226	133	70% ▲

### Service Engagement



### Data Submitted to DMHAS by Month



1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 38 Active Outreach & Engagement 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

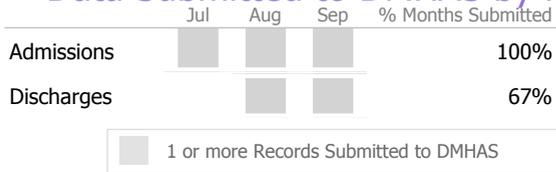
Program Quality Dashboard

Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	7	43% ▲
Admits	5	-	
Discharges	6	1	500% ▲

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

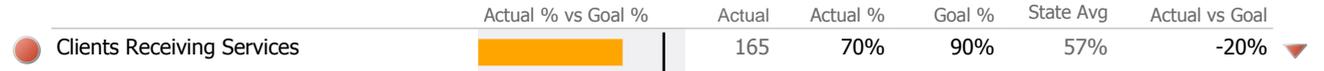
■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 2 Active Peer Based Mentoring Programs

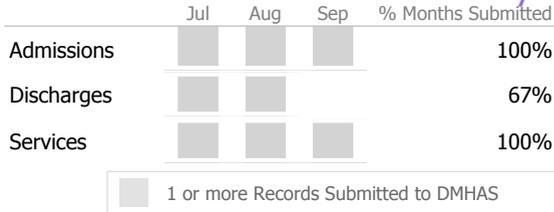
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	252	166	52% ▲
Admits	36	14	157% ▲
Discharges	17	-	
Service Hours	-		-100% ▼
Social Rehab/PHP/IOP Days	1,898	1,583	20% ▲

### Service Utilization



### Data Submitted to DMHAS by Month



\* State Avg based on 39 Active Social Rehabilitation Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	-	-	
Discharges	1	-	
Service Hours	108	200	-46% ▼

### Recovery

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

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	100%	90%	85%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 54 Active Supportive Housing – Development Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51		
Admits	51	-	
Discharges	2	-	
Service Hours	43	-	

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		23	45%	50%	76%	-5%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 38 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	7	0%
Admits	-	-	
Discharges	1	-	
Service Hours	169	181	-6%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		7	100%	85%	82%	15% ▲

### Service Utilization

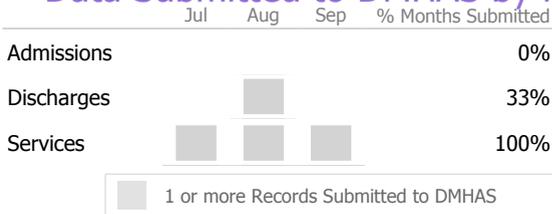
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	86%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		80%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 70 Active Supportive Housing – Scattered Site Programs