

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	753	730	3%
↘	Admits	30	73	-59% ▼
↗	Discharges	212	59	259% ▲
↘	Service Hours	396	211	87% ▲
↗	S.Rehab/PHP/IOP	50	2,727	-98% ▼

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

Consumer Satisfaction Survey

(Based on 30 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness	100% 100%	100%	80%	93%
✓ Participation in Treatment	100% 100%	100%	80%	92%
✓ General Satisfaction	100% 100%	100%	80%	92%
✓ Respect	100% 100%	100%	80%	91%
✓ Overall	97% 80%	97%	80%	91%
✓ Access	97% 80%	97%	80%	88%
● Outcome	61% 80%	61%	80%	83%
● Recovery	52% 80%	52%	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	658	85.2%
	Case Management	88	11.4%
Addiction			
	Outpatient	26	3.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
	Male	Female	Transgender		502	67%	58%
18-25	23	3%	8%		249	33%	42%
26-34	110	15%	21%				0%
35-44	121	16%	22%				
45-54	182	24%	20%				
55-64	217	29%	20%				
65+	92	12%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
	Non-Hispanic	68%	69%		Black/African American	43%	16%
Hispanic-Other	91	12%	8%		White/Caucasian	35%	63%
Hisp-Puerto Rican	81	11%	12%		Other	15%	13%
Unknown	49	7%	11%		Unknown	6%	5%
Hispanic-Mexican	15	2%	1%		Multiple Races	1%	1%
Hispanic-Cuban	5	1%	0%		Am. Indian/Native Alaskan	1%	1%
					Hawaiian/Other Pacific Islander	0%	0%
					Asian	0%	1%

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

Early Intervention 291

Family and Children's Agency Inc

Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	▲
Unique Clients	26	18	44%	▲
Admits	5	3	67%	▲
Discharges	2	5	-60%	▼
Service Hours	290	93		

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	87%
✓ Valid TEDS Data	100%	87%
On-Time Periodic	Actual	State Avg
● 6 Month Updates	0%	17%
Co-occurring	Actual	State Avg
✓ MH Screen Complete	100%	91%
✓ SA Screen Complete	100%	96%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully	50%	1	50%	50%	46%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Abstinence/Reduced Drug Use	54%	14	54%	55%	41%	-1%
● Not Arrested	73%	19	73%	75%	68%	-2%
● Employed	35%	9	35%	50%	26%	-15% ▼
● Stable Living Situation	77%	20	77%	95%	66%	-18% ▼
● Self Help	12%	3	12%	60%	17%	-48% ▼
● Improved/Maintained Axis V GAF Score	12%	2	12%	75%	34%	-63% ▼

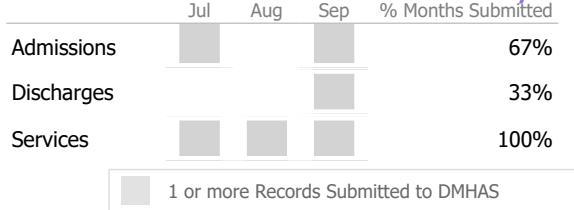
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	96%	24	96%	90%	45%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	100%	5	100%	75%	58%	25% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

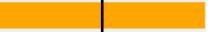
* State Avg based on 105 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

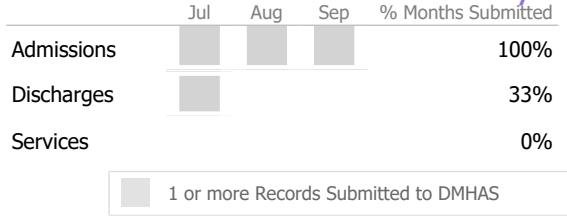
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	39	26	50%	▲
Admits	8	6	33%	▲
Discharges	1	9	-89%	▼
Service Hours	85	66	28%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	 	8	100%	50%	93%	50% 

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

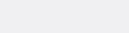
 Actual  Goal  Goal Met  Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% 
Admits	-	1	-100% 
Discharges	-	2	-100% 
Service Hours	11	25	-55% 

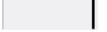
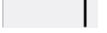
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		0	0%	85%	88%	-85% 

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		4	50%	90%	92%	-40% 

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A
On-Time Periodic		
6 Month Updates		0% 87%

Data Submitted to DMHAS by Month

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

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

* State Avg based on 101 Active Supportive Housing – Scattered Site Programs

 1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	15	▼
Admits	-	12	-100% ▼
Discharges	-	6	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	78%
Valid TEDS Data	N/A	82%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	1%
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	80%
SA Screen Complete	N/A	80%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	66%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	54%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		N/A	N/A	55%	47%	-55% ▼
Employed		N/A	N/A	50%	24%	-50% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75% ▼
Not Arrested		N/A	N/A	75%	78%	-75% ▼
Self Help		N/A	N/A	60%	19%	-60% ▼
Stable Living Situation		N/A	N/A	95%	79%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	54%	N/A

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%

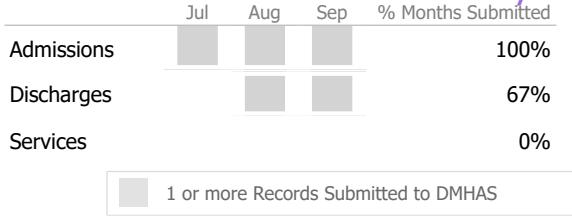
* State Avg based on 53 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	57	-26%	▼
Admits	17	26	-35%	▼
Discharges	21	37	-43%	▼
Service Hours	10	26	-62%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		17	100%	50%	93%	50% 

Data Submitted to DMHAS by Month> 10% Over < 10% Under Actual  Goal  Goal Met  Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	658	629	5%
Admits	-	25	-100% ▼
Discharges	188	-	
Service Hours	-	1	-100% ▼
Social Rehab/PHP/IOP Days	50	2,714	-98% ▼

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		14	3%	90%	49%	-87% ▼

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions 0%

▲ > 10% Over ▼ < 10% Under

Discharges 33%

Actual Goal ✓ Goal Met ● Below Goal

Services 0%

* State Avg based on 33 Active Social Rehabilitation Programs

1 or more Records Submitted to DMHAS