Family and Children's Agency Inc
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - December 2020   (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	786	754	4%	
	Admits	69	109	-37%	▼
	Discharges	244	78	213%	▲
	Service Hours	890	352	153%	▲
	S.Rehab/PHP/IOP	142	5,128	-97%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Social Rehabilitation		661	81.9%
	Case Management		116	14.4%
Addiction				
	Outpatient		30	3.7%

Consumer Satisfaction Survey   (Based on 30 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	Participation in Treatment		100%	80%	92%
✓	General Satisfaction		100%	80%	92%
✓	Respect		100%	80%	91%
✓	Overall		97%	80%	91%
✓	Access		97%	80%	88%
●	Outcome		61%	80%	83%
●	Recovery		52%	80%	79%

▮ Satisfied %	│ Goal %	▮ 0-80%	▮ 80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	23	3%	9%
26-34	114	15%	21%
35-44	122	16%	22%
45-54	182	23%	19%
55-64	222	29%	20%
65+	115	15%	8%

Gender

	#	%	State Avg
Male	512	65%	58%
Female	272	35%	42%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	542	69%	70%
Hispanic-Other	94	12%	8%
Hisp-Puerto Rican	81	10%	12%
Unknown	49	6%	10%
Hispanic-Mexican	15	2%	0%
Hispanic-Cuban	5	1%	0%

Race

	#	%		State Avg
Black/African American	332	42%	▲	17%
White/Caucasian	280	36%	▼	62%
Other	115	15%		13%
Unknown	41	5%		6%
Multiple Races	10	1%		1%
Am. Indian/Native Alaskan	5	1%		1%
Hawaiian/Other Pacific Islander	2	0%		0%
Asian	1	0%		1%

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

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

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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	24	25%	▲
Admits	10	9	11%	▲
Discharges	11	13	-15%	▼
Service Hours	643	154		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	85%
✓ Valid TEDS Data		100%	84%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	21%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	90%
✓ SA Screen Complete		100%	96%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		3	27%	50%	53%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		24	77%	75%	74%	2%	
✓ Abstinence/Reduced Drug Use		17	55%	55%	47%	0%	
● Employed		11	35%	50%	30%	-15%	▼
● Stable Living Situation		25	81%	95%	73%	-14%	▼
● Self Help		4	13%	60%	18%	-47%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		20	100%	90%	60%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		10	100%	75%	60%	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			☐	☐	☐		67%
Discharges			☐	☐	☐	☐	67%
Services	☐	☐	☐	☐	☐	☐	100%

☐ 1 or more Records Submitted to DMHAS
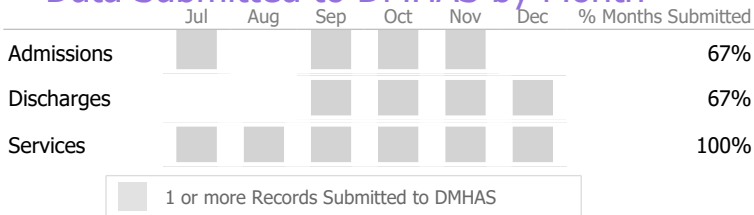
▲ > 10% Over   ▼ < 10% Under
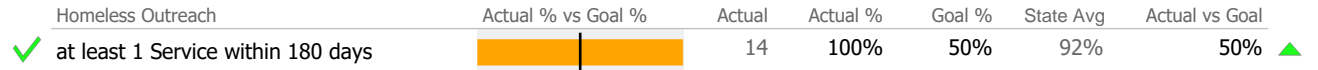
◼ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 107 Active Standard Outpatient Programs

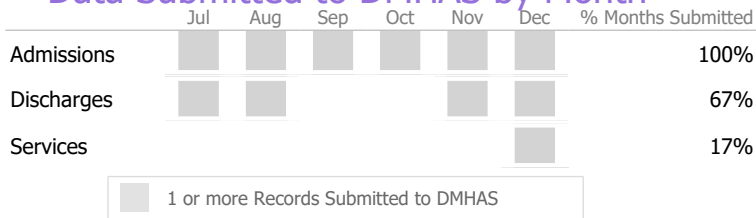Variances in data may be indicative of operational adjustments related to the pandemic.

Hmls Outrch/CM 105294
Family and Children's Agency Inc
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	42	26	62%	▲
Admits	14	6	133%	▲
Discharges	6	10	-40%	▼
Service Hours	188	86	119%	▲

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		14	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪			▪	▪	67%
Services						▪	17%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▪ Actual	▏ Goal	✓ Goal Met	● Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

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

Next Step Supportive Hsg105551
Family and Children's Agency Inc
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	10	-20%	▼
Admits	-	2	-100%	▼
Discharges	-	2	-100%	▼
Service Hours	29	67	-57%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Stable Living Situation		6	75%	85%	90%	-10%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		4	50%	90%	95%	-40%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		75%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal ✔ Goal Met ● Below Goal

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

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

Project Reward- IOP Prgm 985201
Family and Children's Agency Inc
Addiction - IOP - Standard IOP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	21		▼
Admits	-	21	-100%	▼
Discharges	-	16	-100%	▼
Service Hours	-	-		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	80%
Valid TEDS Data		N/A	84%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	1%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	83%
SA Screen Complete		N/A	83%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	61%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	57%	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%	52%	-55% ▼
● Employed		N/A	N/A	50%	26%	-50% ▼
● Not Arrested		N/A	N/A	75%	81%	-75% ▼
● Self Help		N/A	N/A	60%	25%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	84%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	55%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 52 Active Standard IOP Programs

Variances in data may be indicative of operational adjustments related to the pandemic.
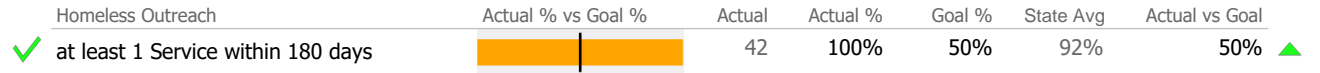
Senior Outreach
Family and Children's Agency Inc
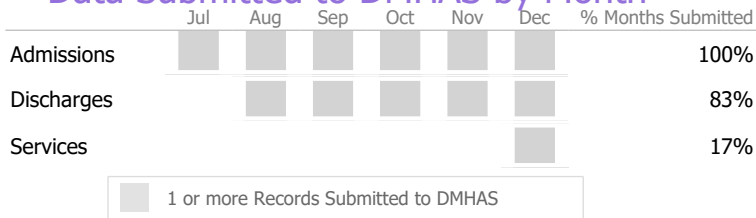Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	61	10%	
Admits	42	30	40%	▲
Discharges	41	37	11%	▲
Service Hours	25	37	-32%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		42	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges		▢	▢	▢	▢	▢	83%
Services						▢	17%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
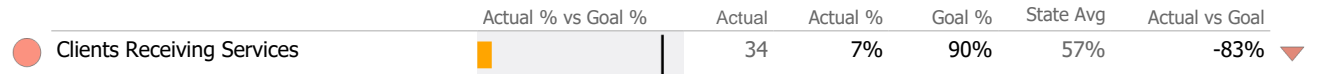
🟧 Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

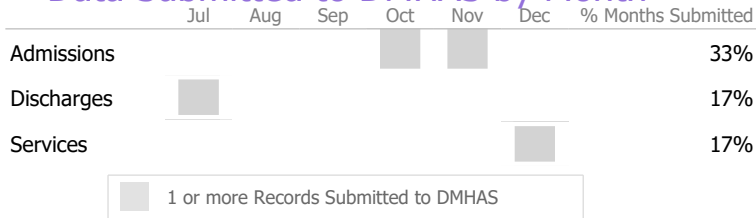Variances in data may be indicative of operational adjustments related to the pandemic.

Social Rehab 105-284
Family and Children's Agency Inc
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	661	645	2%	
Admits	3	41	-93%	▼
Discharges	186	-		
Service Hours	4	8	-46%	▼
Social Rehab/PHP/IOP Days	142	5,106	-97%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		34	7%	90%	57%	-83%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions				▪	▪		33%
Discharges	▪						17%
Services						▪	17%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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