**Family and Children's Agency Inc**
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - March 2022   (Data as of Jun 27, 2022)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 430 | 837 | -49% | ▼ |
| | Admits | 268 | 130 | 106% | ▲ |
| | Discharges | 191 | 412 | -54% | ▼ |
| | Service Hours | 1,852 | 1,427 | 30% | ▲ |
| | S.Rehab/PHP/IOP | 185 | 253 | -27% | ▼ |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Mental Health** | | | | |
| | Case Management | | 147 | 32.7% |
| | Social Rehabilitation | | 116 | 25.8% |
| **Addiction** | | | | |
| | Case Management | | 123 | 27.3% |
| | Outpatient | | 34 | 7.6% |
| | IOP | | 30 | 6.7% |

## Consumer Satisfaction Survey   (Based on 5 FY21 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% |
| ✓ | Overall | | 100% | 80% | 91% |
| ✓ | Respect | | 100% | 80% | 91% |
| ✓ | Access | | 100% | 80% | 88% |
| ✓ | Outcome | | 100% | 80% | 83% |
| ● | Recovery | | 75% | 80% | 79% |

Satisfied %   | Goal %   ▉ 0-80%   ▉ 80-100%   ✓ Goal Met   ● Under Goal

## Client Demographics

### Age

| | | # | % | State Avg |
|---|---|---|---|---|
| 18-25 | | 10 | 2% | 10% |
| 26-34 | | 58 | 14% | 22% |
| 35-44 | | 45 | 11% ▼ | 23% |
| 45-54 | | 53 | 13% | 19% |
| 55-64 | | 91 | 22% | 19% |
| 65+ | | 165 | 39% ▲ | 8% |

### Gender

| | | # | % | State Avg |
|---|---|---|---|---|
| Female | | 258 | 60% ▲ | 41% |
| Male | | 172 | 40% ▼ | 59% |
| Transgender | | | | 0% |

### Ethnicity

| | | # | % | State Avg |
|---|---|---|---|---|
| Non-Hispanic | | 268 | 62% | 68% |
| Hispanic-Other | | 104 | 24% ▲ | 8% |
| Hisp-Puerto Rican | | 28 | 7% | 11% |
| Unknown | | 24 | 6% | 12% |
| Hispanic-Mexican | | 6 | 1% | 1% |
| Hispanic-Cuban | | | | 0% |

### Race

| | | # | % | State Avg |
|---|---|---|---|---|
| White/Caucasian | | 181 | 42% ▼ | 62% |
| Black/African American | | 116 | 27% | 17% |
| Other | | 97 | 23% | 13% |
| Unknown | | 29 | 7% | 6% |
| Asian | | 3 | 1% | 1% |
| Multiple Races | | 3 | 1% | 1% |
| Am. Indian/Native Alaskan | | 1 | 0% | 0% |
| Hawaiian/Other Pacific Islander | | | | 0% |

▉ 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.

**Coach 2.0**
Family and Children's Agency Inc
Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - March 2022  (Data as of Jun 27, 2022)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 123 | | |
| Admits | 124 | - | |
| Discharges | 66 | - | |
| Service Hours | 325 | - | |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Treatment Completed Successfully | | 44 | 67% | 50% | 67% | 17% ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 113 | 90% | 80% | 79% | 10% |
| 🔴 Employed | | 23 | 18% | 20% | 27% | -2% |
| 🔴 Self Help | | 30 | 24% | 60% | 51% | -36% ▼ |
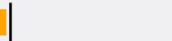
## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 91% | 92% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 57% | 49% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 56 | 95% | 90% | 76% | 5% |

## Data Submitted to DMHAS by Month
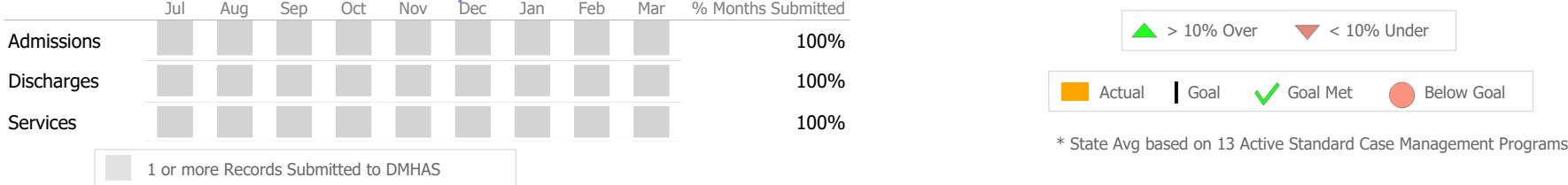
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | 100% |
| Discharges | | | | | | | | | | 100% |
| Services | | | | | | | | | | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual | Goal | ✓ Goal Met | 🔴 Below Goal

* State Avg based on 13 Active Standard Case Management Programs

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 2021 - March 2022  (Data as of Jun 27, 2022)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 34 | 42 | -19% | ▼ |
| Admits | 19 | 24 | -21% | ▼ |
| Discharges | 16 | 18 | -11% | ▼ |
| Service Hours | 614 | 1,004 | -39% | ▼ |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Treatment Completed Successfully | | 7 | 44% | 50% | 50% | -6% | |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Abstinence/Reduced Drug Use | | 32 | 84% | 55% | 42% | 29% | ▲ |
| ✔ | Not Arrested | | 38 | 100% | 75% | 76% | 25% | ▲ |
| ✔ | Stable Living Situation | | 38 | 100% | 95% | 75% | 5% | |
| 🔴 | Employed | | 16 | 42% | 50% | 33% | -8% | |
| 🔴 | Self Help | | 8 | 21% | 60% | 15% | -39% | ▼ |

## Data Submission Quality

| | Data Entry | | Actual | State Avg |
|---|---|---|---|---|
| ✔ | Valid NOMS Data | | 100% | 87% |
| ✔ | Valid TEDS Data | | 97% | 85% |

| | On-Time Periodic | | Actual | State Avg |
|---|---|---|---|---|
| 🔴 | 6 Month Updates | | 0% | 15% |

| | Co-occurring | | Actual | State Avg |
|---|---|---|---|---|
| | MH Screen Complete | | 63% | 92% |
| | SA Screen Complete | | 58% | 93% |

| | Diagnosis | | Actual | State Avg |
|---|---|---|---|---|
| ✔ | Valid Axis I Diagnosis | | 100% | 99% |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Clients Receiving Services | | 22 | 100% | 90% | 58% | 10% | |

## Service Engagement

| | Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | 2 or more Services within 30 days | | 16 | 100% | 75% | 65% | 25% | ▲ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▪ | ▪ | | ▪ | | ▪ | ▪ | ▪ | ▪ | 78% |
| Discharges | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | | ▪ | 89% |
| Services | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

🟧 Actual    | Goal    ✔ Goal Met    🔴 Below Goal

\* State Avg based on 108 Active Standard Outpatient Programs

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

**New Hope**
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 2021 - March 2022  (Data as of Jun 27, 2022)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 30 | 3 | 900% | ▲ |
| Admits | 15 | 1 | 1400% | ▲ |
| Discharges | 7 | - | | |
| Service Hours | 183 | 15 | | |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Stable Living Situation | | 29 | 97% | 85% | 88% | 12% | ▲ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 23 | 100% | 90% | 97% | 10% |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| | Valid NOMS Data | 93% | 96% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ | 6 Month Updates | 100% | 83% |

| Co-occurring | | Actual | State Avg |
|---|---|---|---|
| ✓ | MH Screen Complete | 100% | 72% |
| ✓ | SA Screen Complete | 94% | 70% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| | Valid Axis I Diagnosis | 0% | 55% |

## Data Submitted to DMHAS by Month
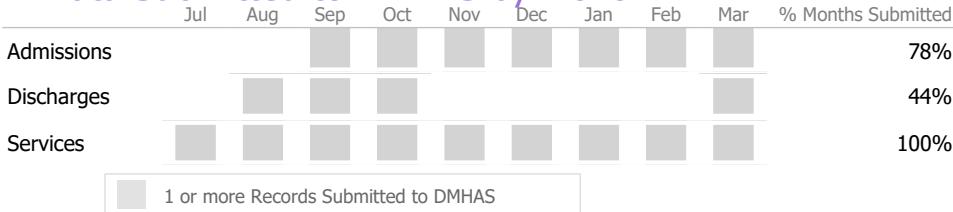
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 78% |
| Discharges | | ▢ | ▢ | ▢ | | | | | ▢ | 44% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over     ▼ < 10% Under

Actual | Goal     ✓ Goal Met     ● Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site 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 2021 - March 2022  (Data as of Jun 27, 2022)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 8 | 8 | 0% |
| Admits | 1 | - | |
| Discharges | - | 1 | -100% ▼ |
| Service Hours | 68 | 74 | -8% |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Stable Living Situation | | 7 | 88% | 85% | 88% | 3% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Clients Receiving Services | | 7 | 88% | 90% | 97% | -2% |

## Data Submission Quality

| Data Entry | Actual | State Avg |
|---|---|---|
| ✓ Valid NOMS Data | 100% | 96% |

| On-Time Periodic | Actual | State Avg |
|---|---|---|
| ✓ 6 Month Updates | 88% | 83% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | 11% |
| Discharges | | | | | | | | | | 0% |
| Services | | | | | | | | | | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

🟧 Actual    | Goal    ✓ Goal Met    🔴 Below Goal

* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

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

**ODFC 0285**
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 2021 - March 2022  (Data as of Jun 27, 2022)
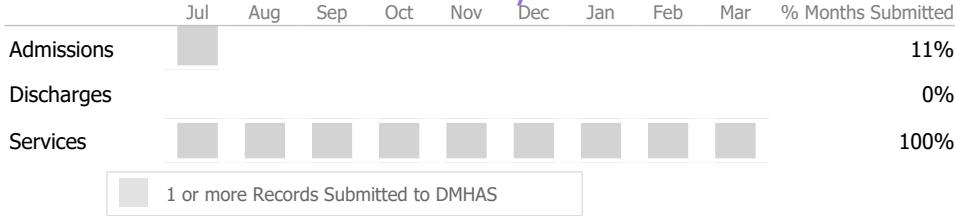
## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 0 | | |
| Admits | - | - | |
| Discharges | - | - | |
| Service Hours | - | - | |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Stable Living Situation | | N/A | N/A | 85% | 88% | -85% ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Clients Receiving Services | | N/A | N/A | 90% | 97% | N/A ▼ |

## Data Submission Quality

| Data Entry | Actual | State Avg |
|---|---|---|
| Valid NOMS Data | N/A | 96% |

| On-Time Periodic | Actual | State Avg |
|---|---|---|
| 6 Month Updates | N/A | 83% |

## Data Submitted to DMHAS by Month
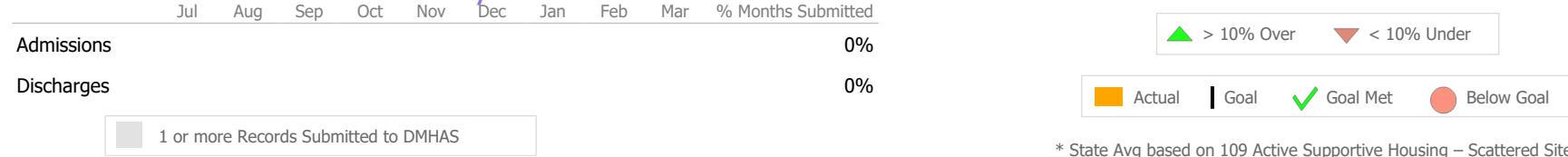
| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | 0% |
| Discharges | | | | | | | | | | 0% |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

🟧 Actual   | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 109 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 2021 - March 2022  (Data as of Jun 27, 2022)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|
| Unique Clients | 30 | | |
| Admits | 28 | - | |
| Discharges | 23 | - | |
| Service Hours | 588 | - | |
| Social Rehab/PHP/IOP Days | 185 | 0 | |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid NOMS Data | 99% | 83% |
| ✓ | Valid TEDS Data | 100% | 86% |

| On-Time Periodic | Actual | State Avg |
|---|---|---|
| 6 Month Updates | N/A | 0% |

| Co-occurring | | Actual | State Avg |
|---|---|---|---|
| ✓ | MH Screen Complete | 86% | 85% |
| ✓ | SA Screen Complete | 86% | 86% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✓ | Valid Axis I Diagnosis | 100% | 100% |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Treatment Completed Successfully | | 17 | 74% | 50% | 55% | 24% ▲ |
| ● | Follow-up within 30 Days of Discharge | | 14 | 82% | 90% | 66% | -8% |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Not Arrested | | 29 | 85% | 75% | 71% | 10% |
| ✓ | Stable Living Situation | | 34 | 100% | 95% | 85% | 5% |
| ● | Abstinence/Reduced Drug Use | | 12 | 35% | 55% | 48% | -20% ▼ |
| ● | Employed | | 10 | 29% | 50% | 30% | -21% ▼ |
| ● | Self Help | | 5 | 15% | 60% | 13% | -45% ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 10 | 91% | 90% | 54% | 1% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 89% |
| Discharges | ▢ | ▢ | ▢ | ▢ | | ▢ | ▢ | ▢ | | 89% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | | 100% |

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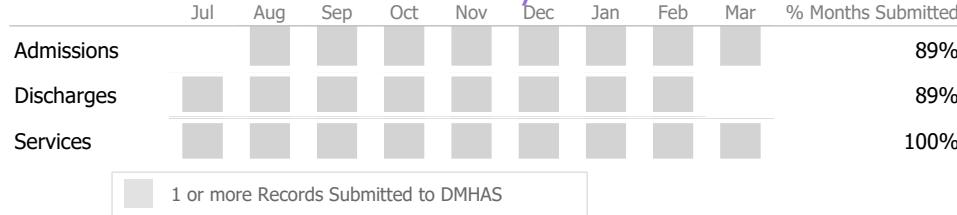
▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 58 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 2021 - March 2022  (Data as of Jun 27, 2022)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 109 | 90 | 21% | ▲ |
| Admits | 81 | 66 | 23% | ▲ |
| Discharges | 79 | 65 | 22% | ▲ |
| Service Hours | 73 | 48 | 51% | ▲ |

## Service Engagement

| Homeless Outreach | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ at least 1 Service within 180 days | | 80 | 99% | 50% | 94% | 49% | ▲ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |
| Discharges | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | | ▢ | ▢ | 89% |
| Services | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | ▢ | 100% |

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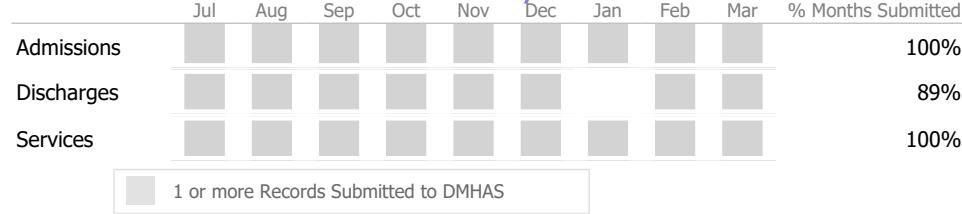
▲ > 10% Over     ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 48 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 2021 - March 2022  (Data as of Jun 27, 2022)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 116 | 671 | -83% | ▼ |
| Admits | - | 13 | -100% | ▼ |
| Discharges | - | 275 | -100% | ▼ |
| Service Hours | - | 4 | -100% | ▼ |
| Social Rehab/PHP/IOP Days | 0 | 253 | -100% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ● Clients Receiving Services | | 0 | 0% | 90% | 72% | N/A | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | % 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 34 Active Social Rehabilitation Programs

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