Family and Children's Agency Inc
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - September 2022   (Data as of Dec 16, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	291	282	3%	
	Admits	54	98	-45%	▼
	Discharges	48	58	-17%	▼
	Service Hours	357	616	-42%	▼
	S.Rehab/PHP/IOP	168	4	4100%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	116	39.3%
	Case Management	70	23.7%
Addiction			
	Case Management	72	24.4%
	Outpatient	24	8.1%
	IOP	13	4.4%

Consumer Satisfaction Survey   (Based on 3 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	Participation in Treatment		100%	80%	92%
✓	Overall		100%	80%	91%
✓	Respect		100%	80%	91%
✓	Access		100%	80%	88%
✓	Outcome		100%	80%	83%
✓	Recovery		100%	80%	79%
●	General Satisfaction		67%	80%	92%

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

Client Demographics

Age

Age	#	%		State Avg
18-25	6	2%		10%
26-34	36	13%		21%
35-44	31	11%	▼	23%
45-54	37	13%		19%
55-64	75	26%		20%
65+	100	35%	▲	8%

Gender

Gender	#	%		State Avg
Female	167	57%	▲	42%
Male	124	43%	▼	58%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	187	64%		69%
Hispanic-Other	65	22%	▲	8%
Hisp-Puerto Rican	23	8%		11%
Unknown	10	3%		12%
Hispanic-Mexican	5	2%		1%
Hispanic-Cuban	1	0%		0%

Race

Race	#	%		State Avg
White/Caucasian	129	44%	▼	62%
Black/African American	85	29%	▲	17%
Other	61	21%		12%
Unknown	9	3%		6%
Multiple Races	3	1%		1%
Asian	2	1%		1%
Am. Indian/Native Alaskan	1	0%		1%
Hawaiian/Other Pacific Islander	1	0%		0%

Legend: 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	72	61	18%	▲
Admits	25	60	-58%	▼
Discharges	21	22	-5%	
Service Hours	164	104	59%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		50%	42%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		20	95%	50%	73%	45%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		70	97%	80%	72%	17%	▲
●	Employed		12	17%	20%	23%	-3%	
●	Self Help		23	32%	60%	45%	-28%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		43	84%	90%	67%	-6%	

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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	25	-4%	
Admits	3	6	-50%	▼
Discharges	5	8	-38%	▼
Service Hours	92	234	-61%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	89%
✓ Valid TEDS Data		100%	81%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	14%

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		2	40%	50%	42%	-10%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Abstinence/Reduced Drug Use		14	58%	55%	27%	3%	
✓	Employed		12	50%	50%	25%	0%	
🔴	Not Arrested		17	71%	75%	57%	-4%	
🔴	Stable Living Situation		17	71%	95%	56%	-24%	▼
🔴	Self Help		3	12%	60%	12%	-48%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		14	74%	90%	43%	-16%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		3	100%	75%	66%	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪	▪		67%
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 Active Standard Outpatient Programs

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

Latino Outreach
Family and Children's Agency Inc
Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Outreach & Engagement 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	19	32%	▲
Admits	2	4	-50%	▼
Discharges	-	3	-100%	▼
Service Hours	50	66	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		25	100%	85%	88%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		22	88%	90%	91%	-2%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		95%	97%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		48%	84%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		8%	56%

Data Submitted to DMHAS by Month
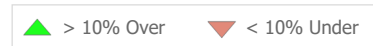
	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	8	0%	
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	24	27	-9%	

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%	91%	-2%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	97%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	63%	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	▣	▣	▣	100%

1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 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 2022 - September 2022 (Data as of Dec 16, 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%	91%	N/A ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	84%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	15	-13%	▼
Admits	8	9	-11%	▼
Discharges	6	8	-25%	▼
Service Hours	9	170	-94%	▼
Social Rehab/PHP/IOP Days	168	4	4100%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	94%	86%
✔	Valid TEDS Data	100%	89%

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

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		4	67%	50%	34%	17%	▲
🔴	Follow-up within 30 Days of Discharge		1	25%	90%	73%	-65%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		11	85%	75%	54%	10%	
🔴	Stable Living Situation		11	85%	95%	78%	-10%	
🔴	Self Help		6	46%	60%	23%	-14%	▼
🔴	Employed		4	31%	50%	26%	-19%	▼
🔴	Abstinence/Reduced Drug Use		2	15%	55%	48%	-40%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		7	100%	90%	72%	10%

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 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

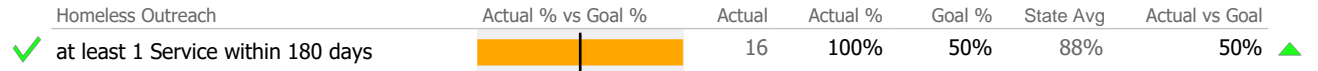Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	37	46	-20%	▼
Admits	16	18	-11%	▼
Discharges	16	17	-6%	
Service Hours	18	16	9%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		16	100%	50%	88%	50%	▲

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
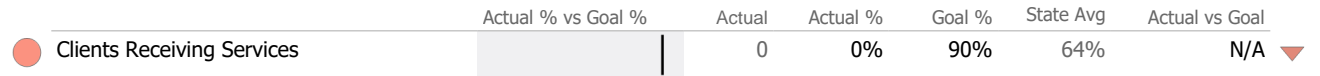
🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	116	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Clients Receiving Services		0	0%	90%	64%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Social Rehabilitation Programs

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