

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	178	183	-3%
	Admits	65	58	12% ▲
	Discharges	61	50	22% ▲
	Service Hours	987	401	146% ▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	126	68.9%
<b>Addiction</b>	Outpatient	22	12.0%
	IOP	21	11.5%
	Case Management	13	7.1%
<b>Forensic SA</b>	Forensics Community-based	1	0.5%

### Consumer Satisfaction Survey

(Based on 35 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Overall		97%	80%	91%
✓ Respect		97%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Access		94%	80%	88%
✓ Outcome		91%	80%	83%
✓ Recovery		82%	80%	79%

Satisfied %    |    Goal %    0-80%    80-100%    Goal Met    Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	7	4%	8%
26-34	26	15%	18%
35-44	20	11%	▼ 24%
45-54	10	6%	▼ 19%
55-64	44	25%	20%
65+	69	39%	▲ 11%

Gender	#	%	State Avg
Female	142	80%	▲ 42%
Male	36	20%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	89	50%	▼ 66%
Hispanic-Other	66	37%	▲ 10%
Hisp-Puerto Rican	13	7%	11%
Unknown	6	3%	13%
Hispanic-Mexican	4	2%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	87	49%	▼ 60%
Black/African American	46	26%	17%
Other	36	20%	12%
Unknown	4	2%	8%
Asian	2	1%	1%
Multiple Races	2	1%	1%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%

Unique Clients    |    State Avg    > 10% Over State Avg    > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	29	-24% ▼
Admits	6	6	0%
Discharges	9	7	29% ▲
Service Hours	119	124	-4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	89%
Valid TEDS Data	93%	76%
<b>On-Time Periodic</b>		
6 Month Updates	0%	11%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	22%	50%	51%	-28% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		20	87%	75%	48%	12% ▲
Abstinence/Reduced Drug Use		15	65%	55%	24%	10%
Stable Living Situation		20	87%	95%	49%	-8%
Employed		7	30%	50%	25%	-20% ▼
Self Help		2	9%	60%	14%	-51% ▼
Improved/Maintained Function Score		5	26%	75%	30%	-49% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	86%	90%	32%	-4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		4	67%	75%	49%	-8%

### 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 103 Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	77%	-50% ▼

### 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

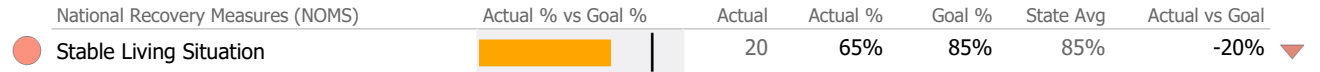
Actual | Goal Goal Met Below Goal

\* State Avg based on 24 Active Outreach & Engagement Programs

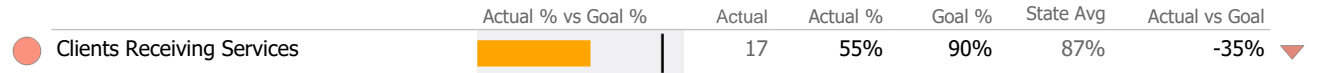
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	31	28	11% ▲
Admits	-	2	-100% ▼
Discharges	-	-	
Service Hours	57	55	4%

### Recovery



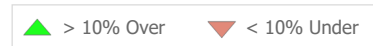
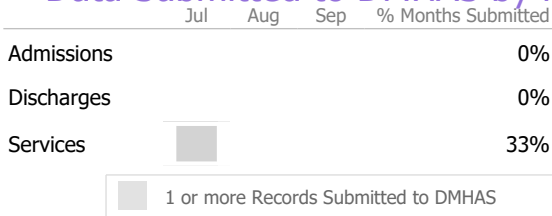
### Service Utilization



### Data Submission Quality



### Data Submitted to DMHAS by Month



\* State Avg based on 118 Active Supportive Housing – Scattered Site Programs

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

## Next Steps

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 2023 - September 2023 (Data as of Dec 26, 2023)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	8	25% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	7	24	-70% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		3	30%	85%	85%	-55% ▼

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		3	30%	90%	87%	-60% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

### 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 118 Active Supportive Housing – Scattered Site Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	5	-100% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		3	100%	85%	85%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	87%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

### 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 118 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	13	62% ▲
Admits	13	8	63% ▲
Discharges	12	6	100% ▲
Service Hours	645	9	
Social Rehab/PHP/IOP Days	0	168	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	86%
Valid TEDS Data	98%	86%
On-Time Periodic 6 Month Updates	N/A	0%
Diagnosis Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	33%	50%	53%	-17% ▼
Follow-up within 30 Days of Discharge		3	75%	90%	59%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		20	95%	75%	81%	20% ▲
Stable Living Situation		17	81%	95%	76%	-14% ▼
Abstinence/Reduced Drug Use		8	38%	55%	53%	-17% ▼
Employed		4	19%	50%	27%	-31% ▼
Improved/Maintained Function Score		8	67%	75%	74%	-8%
Self Help		3	14%	60%	33%	-46% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	89%	90%	53%	-1%

### 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 60 Active Standard IOP Programs

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

### Program Activity

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			■	33%
Discharges				0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 12 Active Pre-trial Intervention Programs Programs

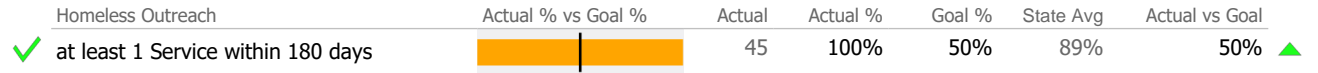
Variations in data may be indicative of operational adjustments related to the pandemic.



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	37	122% ▲
Admits	45	16	181% ▲
Discharges	40	16	150% ▲
Service Hours	159	18	

### Service Engagement



### 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 52 Active Outreach & Engagement Programs