

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	511	282	81%
	Admits	422	169	150%
	Discharges	241	190	27%
	Service Hours	1,965	1,562	26%
	S.Rehab/PHP/IOP	47	490	-90%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Forensic SA			
Forensics Community-based		228	43.6%
Mental Health			
Case Management		196	37.5%
Addiction			
Case Management		36	6.9%
Outpatient		35	6.7%
IOP		28	5.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	47	9%	9%	Female		260	51%
26-34	86	17%	20%	Male		251	49%
35-44	97	19%	25%	Transgender			0%
45-54	51	10%	18%	Race			
55-64	81	16%	19%	White/Caucasian		342	67%
65+	142	28%		Black/African American		85	17%
Ethnicity							
Hispanic-Other	239	47%		Other		59	12%
Non-Hispanic	237	46%		Unknown		18	4%
Hisp-Puerto Rican	16	3%	10%	Asian		3	1%
Unknown	12	2%		Multiple Races		3	1%
Hispanic-Mexican	6	1%	1%	Hawaiian/Other Pacific Islander		1	0%
Hispanic-Cuban	1	0%	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	35	44	-20%	▼
Admits	18	22	-18%	▼
Discharges	13	20	-35%	▼
Service Hours	319	483	-34%	▼

Data Submission Quality

	Actual	State Avg
Valid NOMS Data	96%	89%
Valid TEDS Data	97%	67%
On-Time Periodic		
6 Month Updates	64%	9%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	31%	50%	52%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		29	76%	55%	32%	21% ▲
✓ Not Arrested		36	95%	75%	58%	20% ▲
✓ Employed		20	53%	50%	30%	3% ▲
● Stable Living Situation		35	92%	95%	59%	-3%
● Improved/Maintained Function Score		10	37%	75%	46%	-38% ▼
● Self Help		3	8%	60%	16%	-52% ▼

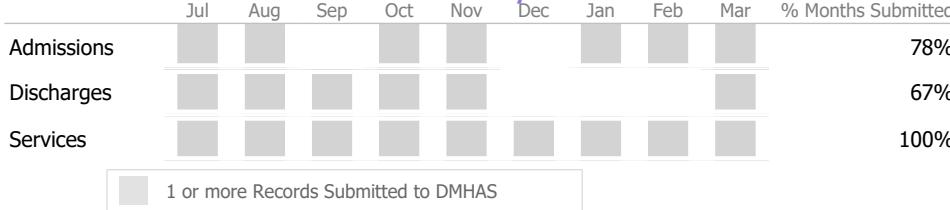
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		19	76%	90%	41%	-14% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		9	56%	75%	45%	-19% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 101 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	36	6	500%	▲
Admits	24	6	300%	▲
Discharges	13	-		
Service Hours	37	11		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		15	63%	50%	77%	12% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	31	-10%
Admits	2	5	-60% 
Discharges	4	4	0%
Service Hours	139	163	-15% 

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		22	79%	85%	86%	-6%

Service Utilization

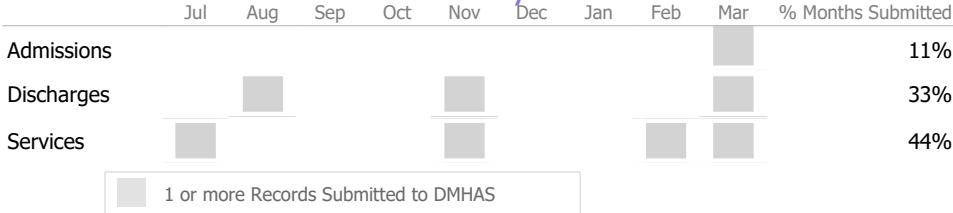
Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		17	71%	90%	94%	-19% 

Data Submission Quality

Data Entry	Actual	State Avg	
Valid NOMS Data		99%	98%
On-Time Periodic	Actual	State Avg	
6 Month Updates		0%	84%

Diagnosis	Actual	State Avg	
Valid Axis I Diagnosis		64%	54%

Data Submitted to DMHAS by Month



 > 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.

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 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	2	-100% ▼
Discharges	-	-	
Service Hours	86	48	81% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		3	30%	85%	86%	-55% ▼

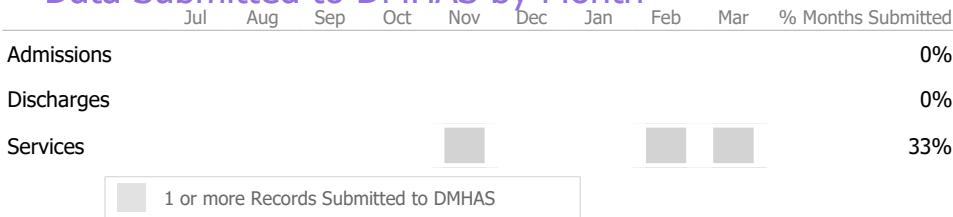
Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
 Clients Receiving Services		9	90%	90%	94%	0%

Data Submission Quality

Data Entry	Actual	State Avg
 Valid NOMS Data		100% 98%
On-Time Periodic 6 Month Updates		0% 84%

Data Submitted to DMHAS by Month



 > 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	-	18	-100% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation	100% ▲	3	100%	85%	86%	15% ▲

Service Utilization

Clients Receiving Services	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	0% □	0	0%	90%	94%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	98%
On-Time Periodic		
6 Month Updates	0%	84%

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 118 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	27	4%
Admits	23	23	0%
Discharges	21	19	11% ▲
Service Hours	987	430	130% ▲
Social Rehab/PHP/IOP Days	47	490	-90% ▼

Data Submission Quality

	Actual	State Avg
Valid NOMS Data	97%	84%
Valid TEDS Data	98%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
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	<div style="width: 48%;"></div>	10	48%	50%	50%	-2%

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge	<div style="width: 80%;"></div>	8	80%	90%	54%	-10%

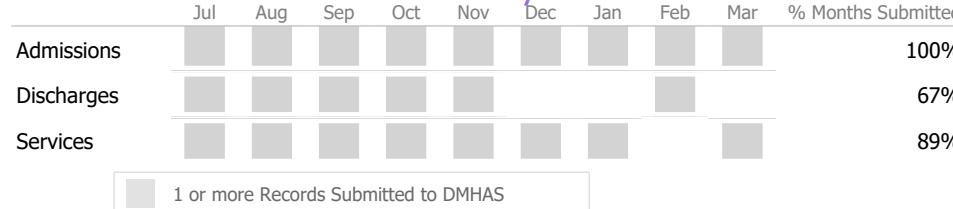
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested	<div style="width: 94%;"></div>	29	94%	75%	81%	19% ▲
Abstinence/Reduced Drug Use	<div style="width: 35%;"></div>	11	35%	55%	53%	-20% ▼
Stable Living Situation	<div style="width: 77%;"></div>	24	77%	95%	82%	-18% ▼
Employed	<div style="width: 29%;"></div>	9	29%	50%	28%	-21% ▼
Improved/Maintained Function Score	<div style="width: 70%;"></div>	16	70%	75%	79%	-5% ▼
Self Help	<div style="width: 16%;"></div>	5	16%	60%	32%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 70%;"></div>	7	70%	90%	58%	-20% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

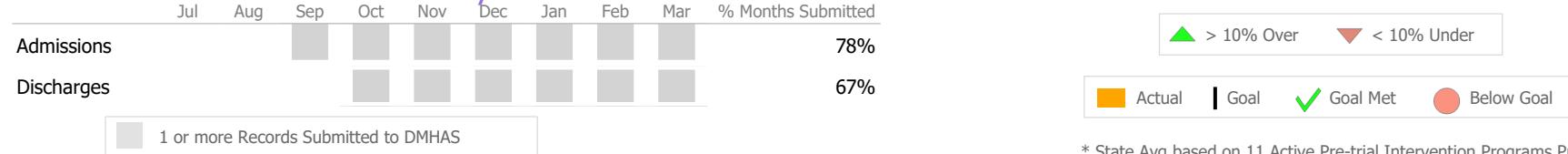
Actual | Goal | Goal Met | Below Goal

* State Avg based on 59 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	228	1	22700% ▲
Admits	227	-	
Discharges	71	-	

Data Submitted to DMHAS by Month



* State Avg based on 11 Active Pre-trial Intervention Programs Programs

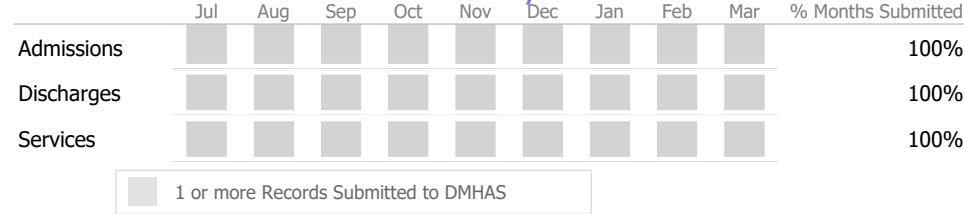
Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	155	89	74% ▲
Admits	128	69	86% ▲
Discharges	119	61	95% ▲
Service Hours	398	149	167% ▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days	<div style="width: 100%;"><div style="width: 100%; background-color: #ff9900;"></div></div>	106	90%	50%	93%	40% ▲

Data Submitted to DMHAS by Month

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 58 Active Outreach & Engagement Programs