

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	688	331	108%	▲
	Admits	611	233	162%	▲
	Discharges	337	241	40%	▲
	Service Hours	2,215	2,377	-7%	
	S.Rehab/PHP/IOP	107	498	-79%	▼

▲ > 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	329	46.7%
Mental Health			
	Case Management	241	34.2%
Addiction			
	Case Management	63	8.9%
	Outpatient	38	5.4%
	IOP	33	4.7%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	67	10%	9%	Male	359	52%	60%
26-34	122	18%	20%	Female	329	48%	40%
35-44	122	18%	25%	Transgender			0%
45-54	72	11%	18%				
55-64	108	16%	18%				
65+	190	28%	▲ 9%				
Ethnicity				Race			
Hispanic-Other	333	48%	▲ 11%	White/Caucasian	485	70%	▲ 58%
Non-Hispanic	310	45%	▼ 64%	Black/African American	107	16%	17%
Hisp-Puerto Rican	22	3%	10%	Other	65	9%	12%
Unknown	14	2%	▼ 15%	Unknown	18	3%	9%
Hispanic-Mexican	8	1%	1%	Am. Indian/Native Alaskan	5	1%	1%
Hispanic-Cuban	1	0%	0%	Asian	3	0%	1%
				Multiple Races	3	0%	1%
				Hawaiian/Other Pacific Islander	2	0%	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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	47	-19% ▼
Admits	21	25	-16% ▼
Discharges	16	29	-45% ▼
Service Hours	362	622	-42% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	90%
Valid TEDS Data	98%	66%
On-Time Periodic		
6 Month Updates	67%	10%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	25%	50%	53%	-25% ▼
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		32	78%	55%	34%	23% ▲
Not Arrested		39	95%	75%	61%	20% ▲
Employed		22	54%	50%	32%	4%
Stable Living Situation		39	95%	95%	62%	0%
Improved/Maintained Function Score		16	47%	75%	52%	-28% ▼
Self Help		4	10%	60%	18%	-50% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		18	72%	90%	45%	-18% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	53%	75%	46%	-22% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█		█	█		█	█	█	█		█	75%
Discharges	█	█	█	█	█				█	█	█	█	75%
Services	█	█	█	█	█	█	█	█	█			█	83%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

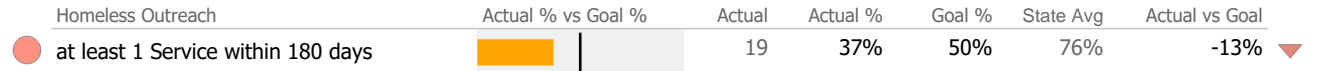
* State Avg based on 100 Active Standard Outpatient Programs

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

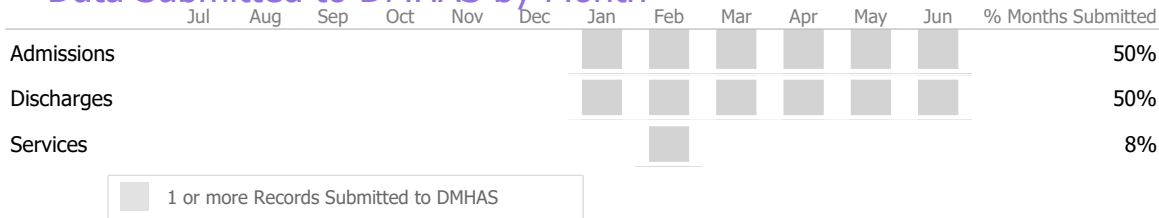
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	63	13	385% ▲
Admits	51	13	292% ▲
Discharges	31	-	
Service Hours	54	28	92% ▲

Service Engagement



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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	31	-10%
Admits	2	5	-60% ▼
Discharges	6	5	20% ▲
Service Hours	226	253	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		24	86%	85%	85%	1%

Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	77%	90%	95%	-13% ▼

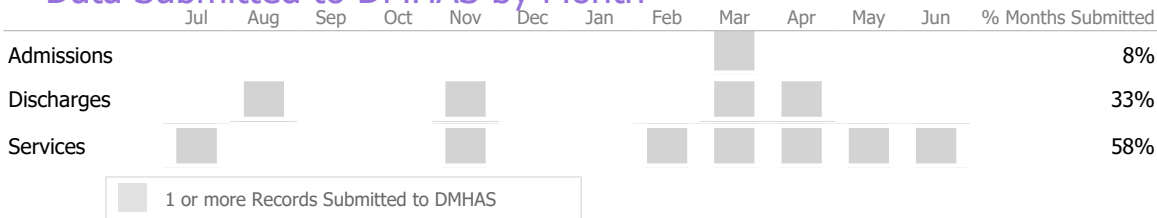
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		82%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		52%

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

Variations 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 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	2	-100% ▼
Discharges	-	-	
Service Hours	102	59	72% ▲

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		9	90%	90%	95%	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
6 Month Updates		82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services													33%

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	-	20	-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%	95%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		82%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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	33	35	-6%
Admits	31	33	-6%
Discharges	25	30	-17% ▼
Service Hours	988	838	18% ▲
Social Rehab/PHP/IOP Days	107	498	-79% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
Valid TEDS Data	98%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	20%	1%
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		12	48%	50%	54%	-2%
Follow-up within 30 Days of Discharge		9	75%	90%	54%	-15% ▼

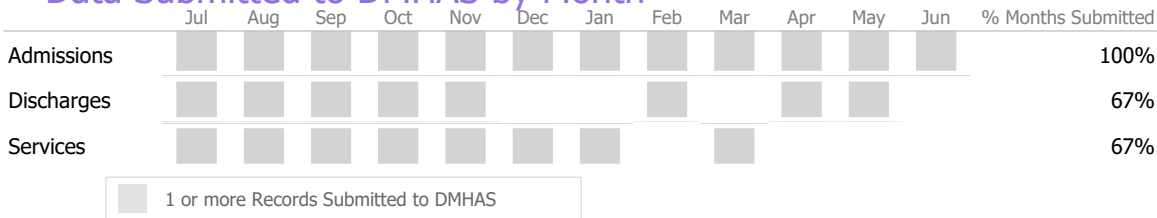
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		36	92%	75%	81%	17% ▲
Stable Living Situation		31	79%	95%	84%	-16% ▼
Abstinence/Reduced Drug Use		13	33%	55%	58%	-22% ▼
Employed		12	31%	50%	28%	-19% ▼
Improved/Maintained Function Score		20	67%	75%	76%	-8%
Self Help		7	18%	60%	35%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	36%	90%	59%	-54% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

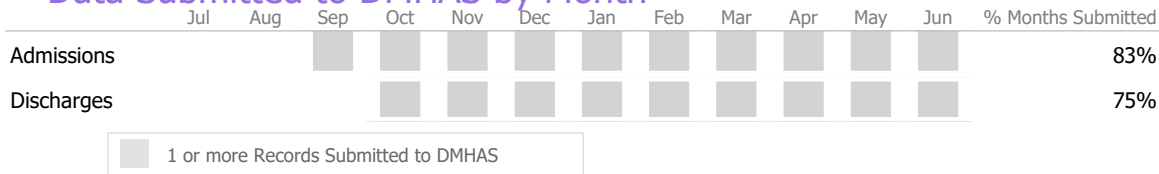
* State Avg based on 60 Active Standard IOP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	329	1	32800%
Admits	329	-	
Discharges	126	-	

Data Submitted to DMHAS by Month



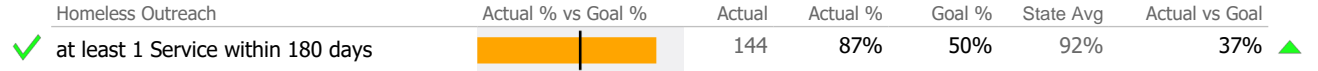
* State Avg based on 10 Active Pre-trial Intervention Programs Programs

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

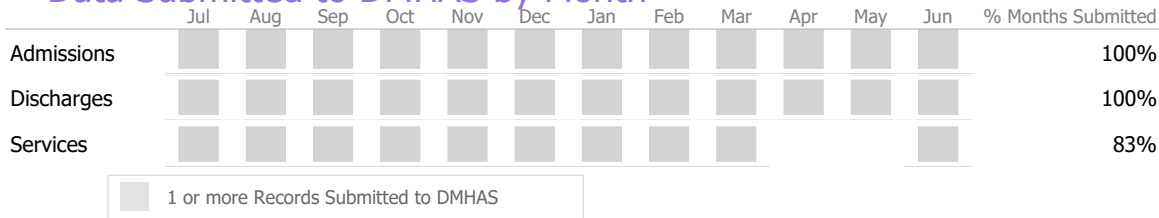
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	200	129	55% ▲
Admits	177	113	57% ▲
Discharges	133	91	46% ▲
Service Hours	484	295	64% ▲

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 60 Active Outreach & Engagement Programs