Family and Children's Agency Inc
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - September 2024   (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	547	179	206%	▲
	Admits	160	68	135%	▲
	Discharges	131	62	111%	▲
	Service Hours	90	1,030	-91%	▼
	S.Rehab/PHP/IOP	19			

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

Consumer Satisfaction Survey   (Based on 12 FY24 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		80%	80%	88%
●	Outcome		78%	80%	83%

Legend: ▮ 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	299	54.1%
Mental Health			
	Case Management	160	28.9%
Addiction			
	Case Management	53	9.6%
	Outpatient	27	4.9%
	IOP	14	2.5%

Client Demographics

Age

	#	%	State Avg
18-25	50	9%	8%
26-34	104	19%	18%
35-44	100	18%	24%
45-54	75	14%	18%
55-64	70	13%	20%
65+	147	27% ▲	12%

Gender

	#	%	State Avg
Male	309	56%	58%
Female	238	44%	42%
Transgender/Other			0%

Ethnicity

	#	%	State Avg
Hispanic-Other	265	48% ▲	11%
Non-Hispanic	242	44% ▼	64%
Unknown	23	4%	14%
Hisp-Puerto Rican	14	3%	10%
Hispanic-Mexican	2	0%	1%
Hispanic-Cuban	1	0%	0%

Race

	#	%	State Avg
White/Caucasian	400	73% ▲	59%
Black/African American	81	15%	17%
Other	33	6%	12%
Unknown	15	3%	9%
Am. Indian/Native Alaskan	5	1%	1%
Asian	5	1%	1%
Hawaiian/Other Pacific Islander	5	1%	0%
Multiple Races	3	1%	1%

Legend: ▮ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	24	13%	▲
Admits	3	7	-57%	▼
Discharges	1	9	-89%	▼
Service Hours	22	119	-82%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	92%
✔	Valid TEDS Data	100%	50%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	29%	9%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	96%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	51%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		24	89%	75%	43%	14%	▲
✔ Abstinence/Reduced Drug Use		18	67%	55%	24%	12%	▲
✔ Employed		14	52%	50%	22%	2%	
● Stable Living Situation		23	85%	95%	44%	-10%	
● Improved/Maintained Function Score		10	45%	75%	29%	-30%	▼
● Self Help		3	11%	60%	12%	-49%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		4	15%	90%	38%	-75%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		0	0%	75%	57%	-75%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				100%

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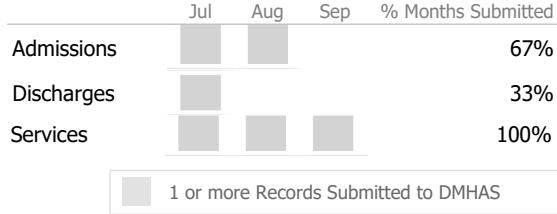
▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 104 Active Standard Outpatient Programs

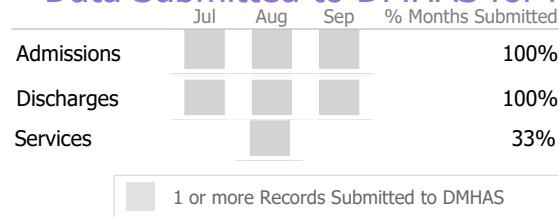**Latino Outreach**
Family and Children's Agency Inc
Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	13	308%	▲
Admits	16	-		
Discharges	20	-		
Service Hours	1	-		

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%	68%	-50%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢	▢	▢	100%
Discharges	▢	▢	▢	100%
Services		▢		33%

▢ 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

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	26	-15%	▼
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	40	57	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		17	77%	85%	84%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		13	59%	90%	86%	-31% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		64%	77%

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		73%	52%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 119 Active Supportive Housing – Scattered Site Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	10	0%
Admits	-	-	
Discharges	-	-	
Service Hours	8	50	-85% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		2	20%	85%	84%	-65% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	50%	90%	86%	-40% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	98%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		30%	77%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 119 Active Supportive Housing – Scattered Site Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

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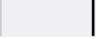
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		0	0%	85%	84%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	86%	-90% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	77%

Data Submitted to DMHAS for 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 119 Active Supportive Housing – Scattered Site Programs

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	21	-33%	▼
Admits	2	13	-85%	▼
Discharges	2	12	-83%	▼
Service Hours	-	645	-100%	▼
Social Rehab/PHP/IOP Days	19	0		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	17%	3%

Diagnosis		Actual	State Avg
✔	Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Treatment Completed Successfully		1	50%	50%	57%	0%
✔	Follow-up within 30 Days of Discharge		1	100%	90%	60%	10%

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Not Arrested		11	79%	75%	69%	4%
🔴	Employed		6	43%	50%	26%	-7%
🔴	Stable Living Situation		12	86%	95%	77%	-9%
🔴	Self Help		5	36%	60%	24%	-24% ▼
🔴	Abstinence/Reduced Drug Use		4	29%	55%	50%	-26% ▼
🔴	Improved/Maintained Function Score		2	25%	75%	58%	-50% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		0	0%	90%	43%	-90% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪		33%
Discharges		▪		33%
Services	▪	▪		67%

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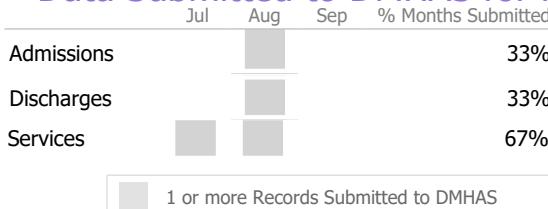
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 60 Active Standard IOP Programs

PTIP Stamford
Family and Children's Agency Inc
Forensic SA - Forensics Community-based - Pre-trial Intervention Programs

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	299	2	14850%	▲
Admits	95	1	9400%	▲
Discharges	70	-		

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal
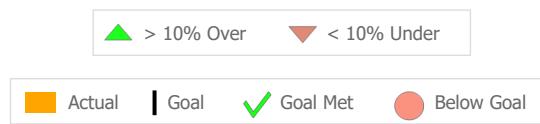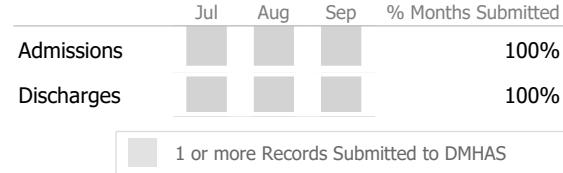
* State Avg based on 6 Active Pre-trial Intervention Programs Programs

Senior Outreach and Engagement
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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	125	85	47%	▲
Admits	44	47	-6%	
Discharges	38	40	-5%	
Service Hours	19	159	-88%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ at least 1 Service within 180 days		22	50%	50%	80%	0%

Data Submitted to DMHAS for Month

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

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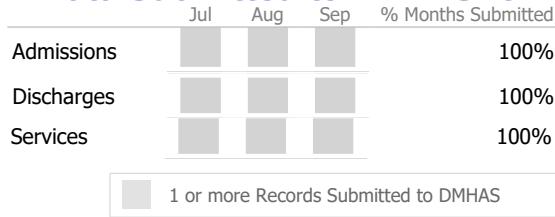
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs