

Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	707	363	95%	▲
	Admits	333	262	27%	▲
	Discharges	299	120	149%	▲
	Service Hours	684	1,738	-61%	▼
	S.Rehab/PHP/IOP	233			

▲ > 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%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Forensic SA</b>			
	Forensics Community-based	405	56.4%
<b>Mental Health</b>			
	Case Management	197	27.4%
<b>Addiction</b>			
	Case Management	71	9.9%
	Outpatient	29	4.0%
	IOP	16	2.2%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	63	9%	8%	Male	415	59%	59%
26-34	139	20%	19%	Female	292	41%	41%
35-44	132	19%	25%	Transgender/Other			0%
45-54	93	13%	18%				
55-64	101	14%	19%				
65+	177	25%	▲ 11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Hispanic-Other	345	49%	▲ 11%	White/Caucasian	509	72%	▲ 58%
Non-Hispanic	299	42%	▼ 64%	Black/African American	101	14%	18%
Unknown	41	6%	14%	Other	41	6%	12%
Hisp-Puerto Rican	18	3%	10%	Unknown	27	4%	9%
Hispanic-Mexican	3	0%	1%	Hawaiian/Other Pacific Islander	13	2%	0%
Hispanic-Cuban	1	0%	0%	Asian	7	1%	1%
				Am. Indian/Native Alaskan	6	1%	1%
				Multiple Races	3	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	30	-3%
Admits	6	13	-54% ▼
Discharges	10	13	-23% ▼
Service Hours	161	261	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
Valid TEDS Data	100%	51%
On-Time Periodic	Actual	State Avg
6 Month Updates	60%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	97%	100%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■			■	67%
Discharges	■		■	■	■	■	83%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	3	30%	50%	53%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested	<div><div></div></div>	28	97%	75%	47%	22% ▲
Employed	<div><div></div></div>	19	66%	50%	25%	16% ▲
Abstinence/Reduced Drug Use	<div><div></div></div>	18	62%	55%	27%	7%
Stable Living Situation	<div><div></div></div>	27	93%	95%	48%	-2%
Improved/Maintained Function Score	<div><div></div></div>	16	64%	75%	38%	-11% ▼
Self Help	<div><div></div></div>	3	10%	60%	13%	-50% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	10	42%	90%	39%	-48% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days	<div><div></div></div>	4	67%	75%	63%	-8%

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 105 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	71	13	446% ▲
Admits	35	-	
Discharges	44	-	
Service Hours	121	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days	<div><div></div></div>	31	89%	50%	84%	39% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Discharges	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%
Services	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

\* State Avg based on 25 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	27	0%
Admits	3	1	200% ▲
Discharges	-	2	-100% ▼
Service Hours	133	98	36% ▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation	<div><div></div></div>		19	70%	85%	83%	-15% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div><div></div></div>		18	72%	90%	88%	-18% ▼

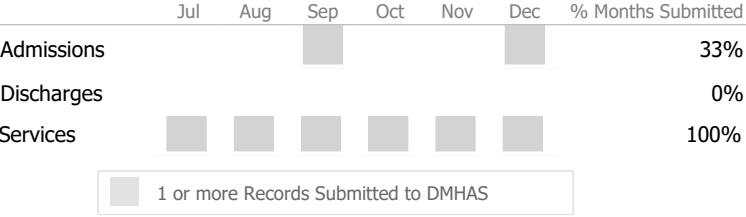
Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	<div><div></div></div>	99% 97%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	<div><div></div></div>	54% 80%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	<div><div></div></div>	67% 52%

Data Submitted to DMHAS for Month



\* State Avg based on 118 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 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	10	10%
Admits	1	-	
Discharges	-	-	
Service Hours	30	77	-60% ▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation	<div><div></div></div>		3	27%	85%	83%	-58% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services	<div><div></div></div>		8	73%	90%	88%	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div><div></div></div>	90% 97%
On-Time Periodic		
● 6 Month Updates	<div><div></div></div>	10% 80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	<div><div></div></div>						17%
Discharges	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	0%
Services	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	100%

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	3	3	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<div></div> Stable Living Situation	<div></div>	0	0%	85%	83%	-85% <div></div>

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<div></div> Clients Receiving Services	<div></div>	0	0%	90%	88%	-90% <div></div>

Data Submission Quality

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

On-Time Periodic	Actual	State Avg
<div></div> 6 Month Updates	<div></div>	0% 80%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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	16	23	-30% ▼
Admits	7	19	-63% ▼
Discharges	11	20	-45% ▼
Service Hours	4	959	-100% ▼
Social Rehab/PHP/IOP Days	233	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
Valid TEDS Data	100%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	25%	5%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	6	55%	50%	61%	5%
Follow-up within 30 Days of Discharge	<div><div></div></div>	5	83%	90%	61%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested	<div><div></div></div>	18	95%	75%	70%	20% ▲
Stable Living Situation	<div><div></div></div>	19	100%	95%	79%	5%
Abstinence/Reduced Drug Use	<div><div></div></div>	10	53%	55%	52%	-2%
Employed	<div><div></div></div>	8	42%	50%	27%	-8%
Improved/Maintained Function Score	<div><div></div></div>	10	67%	75%	69%	-8%
Self Help	<div><div></div></div>	7	37%	60%	31%	-23% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	3	50%	90%	49%	-40% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							100%
Services							100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

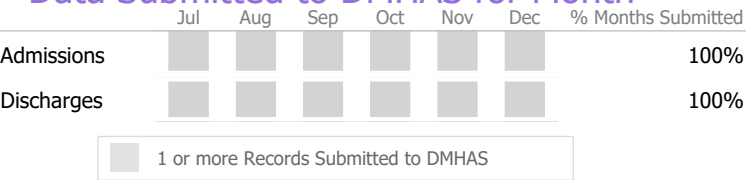
Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 61 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	405	148	174% ▲
Admits	200	147	36% ▲
Discharges	150	4	3650% ▲

Data Submitted to DMHAS for Month



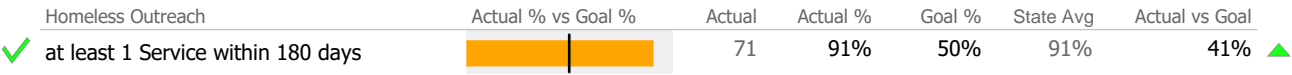
\* State Avg based on 6 Active Pre-trial Intervention Programs Programs



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	156	118	32% ▲
Admits	81	82	-1%
Discharges	84	81	4%
Service Hours	236	343	-31% ▼

Service Engagement



Data Submitted to DMHAS for Month

