Family and Children's Agency Inc
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - March 2025   (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	821	519	57%	▲
	Admits	538	448	20%	▲
	Discharges	445	272	64%	▲
	Service Hours	1,445	2,121	-32%	▼
	S.Rehab/PHP/IOP	362	107	238%	▲

▲ > 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	#	%
Forensic SA			
	Forensics Community-based	553	65.8%
Mental Health			
	Case Management	172	20.5%
Addiction			
	Case Management	68	8.1%
	Outpatient	31	3.7%
	IOP	17	2.0%

Client Demographics

Age

	#	%	State Avg
18-25	80	10%	8%
26-34	182	22%	19%
35-44	175	21%	25%
45-54	120	15%	18%
55-64	112	14%	18%
65+	157	19%	11%

Gender

	#	%	State Avg
Male	532	64%	59%
Female	296	36%	40%
Transgender/Other			0%

Ethnicity

	#	%		State Avg
Hispanic-Other	407	49%	▲	11%
Non-Hispanic	340	41%	▼	64%
Unknown	57	7%		14%
Hisp-Puerto Rican	20	2%		10%
Hispanic-Mexican	4	0%		1%
Hispanic-Cuban				0%

Race

	#	%		State Avg
White/Caucasian	609	74%	▲	58%
Black/African American	109	13%		17%
Unknown	38	5%		9%
Other	37	4%		12%
Hawaiian/Other Pacific Islander	14	2%		0%
Am. Indian/Native Alaskan	11	1%		1%
Asian	7	1%		1%
Multiple Races	3	0%		1%

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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	33	-9%
Admits	12	19	-37% ▼
Discharges	14	15	-7%
Service Hours	352	413	-15% ▼

Data Submission Quality

Data Entry	Actual % vs	Actual	State Avg
✓ Valid NOMS Data		100%	92%
✓ Valid TEDS Data		100%	52%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		54%	8%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		97%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		4	29%	50%	51%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		32	97%	75%	50%	22% ▲
✓ Abstinence/Reduced Drug Use		22	67%	55%	28%	12% ▲
✓ Employed		21	64%	50%	26%	14% ▲
🔴 Stable Living Situation		31	94%	95%	51%	-1%
✓ Improved/Maintained Function Score		21	78%	75%	44%	3%
🔴 Self Help		6	18%	60%	15%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		15	79%	90%	48%	-11% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		7	64%	75%	65%	-11% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪			▪	▪	▪	▪	78%
Discharges	▪		▪	▪	▪	▪	▪		▪	78%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 106 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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	68	33	106%	▲
Admits	50	24	108%	▲
Discharges	61	17	259%	▲
Service Hours	192	45		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		43	91%	50%	82%	41%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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
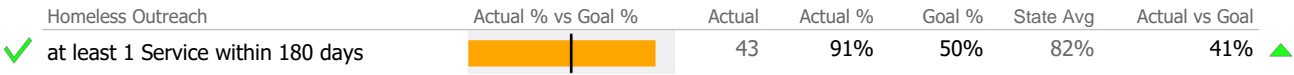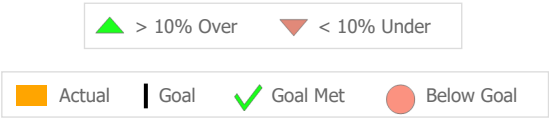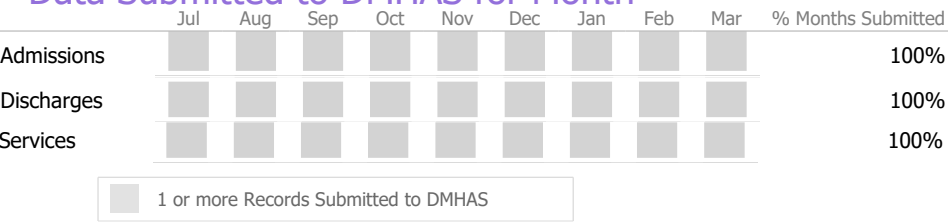
* State Avg based on 25 Active Outreach & Engagement Programs

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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	26	-23%	▼
Admits	3	3	0%	
Discharges	4	6	-33%	▼
Service Hours	195	162	20%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	90%	85%	83%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		86%	81%

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	51%

Data Submitted to DMHAS for Month
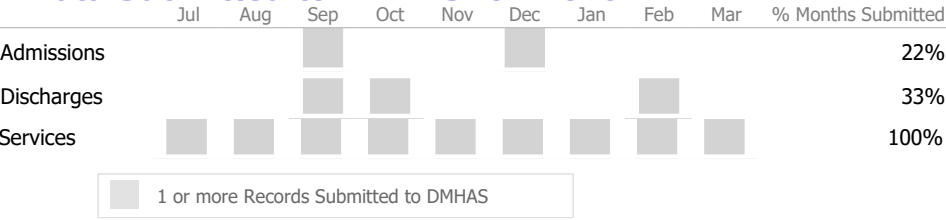
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			▢			▢				22%
Discharges			▢	▢				▢		33%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 121 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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	1	-		
Discharges	-	-		
Service Hours	54	99	-46%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Stable Living Situation		5	50%	85%	83%	-35%	▼

Service Utilization

	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		97%	97%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		80%	81%
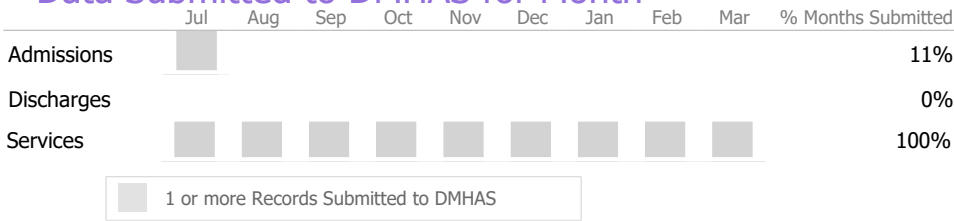
Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢									11%
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 121 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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

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

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		1	100%	85%	83%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		N/A	N/A	90%	94%	N/A ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	81%

Data Submitted to DMHAS for Month
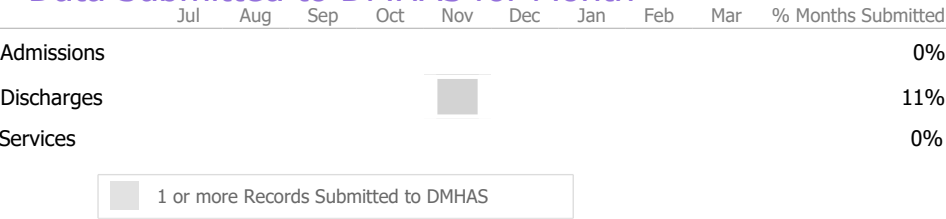
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges					▪					11%
Services										0%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 121 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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	29	-41%	▼
Admits	14	26	-46%	▼
Discharges	19	25	-24%	▼
Service Hours	41	990	-96%	▼
Social Rehab/PHP/IOP Days	362	107	238%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		99%	89%
✓ Valid TEDS Data		100%	88%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	94%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		9	47%	50%	58%	-3%
🔴 Follow-up within 30 Days of Discharge		8	89%	90%	63%	-1%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		22	96%	75%	73%	21%	▲
✓ Abstinence/Reduced Drug Use		15	65%	55%	57%	10%	
🔴 Stable Living Situation		21	91%	95%	79%	-4%	
🔴 Improved/Maintained Function Score		14	74%	75%	73%	-1%	
🔴 Employed		7	30%	50%	27%	-20%	▼
🔴 Self Help		6	26%	60%	33%	-34%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		4	80%	90%	49%	-10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 63 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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	550	234	135%	▲
Admits	348	233	49%	▲
Discharges	232	69	236%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

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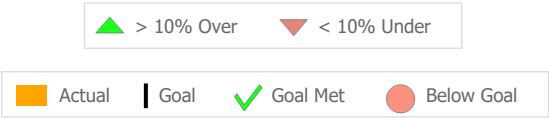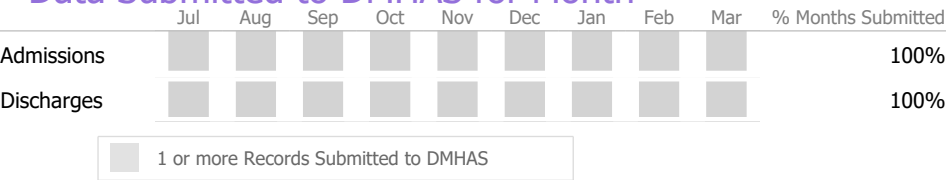
* State Avg based on 6 Active Pre-trial Intervention Programs Programs

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 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	140	167	-16%	▼
Admits	110	143	-23%	▼
Discharges	114	140	-19%	▼
Service Hours	611	412	48%	▲

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		102	98%	50%	93%	48%	▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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
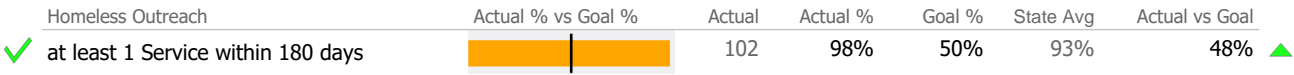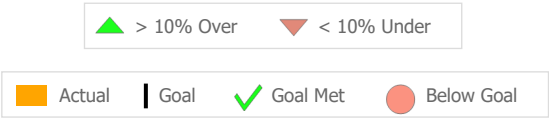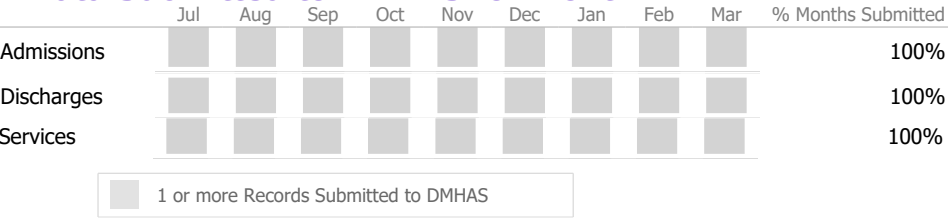
* State Avg based on 52 Active Outreach & Engagement Programs