

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	920	648	42%	▲
	Admits	443	340	30%	▲
	Discharges	376	300	25%	▲
	Service Hours	745	946	-21%	▼
	S.Rehab/PHP/IOP	205	242	-15%	▼

Consumer Satisfaction Survey

(Based on 2 FY25 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
● Overall		50%	80%	91%

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

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	619	66.4%
	Case Management	123	13.2%
Addiction	Outpatient	23	2.5%
	IOP	17	1.8%
Mental Health	Case Management	150	16.1%

Client Demographics

Age	#	%	State Avg
18-25	81	9%	8%
26-34	220	24%	18%
35-44	226	25%	25%
45-54	151	16%	19%
55-64	87	9%	19%
65+	155	17%	12%

Gender	#	%	State Avg
Male	585	63%	59%
Female	338	37%	40%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Hispanic-Other	482	52%	▲ 12%
Non-Hispanic	385	42%	▼ 64%
Unknown	33	4%	13%
Hisp-Puerto Rican	17	2%	10%
Hispanic-Mexican	5	1%	1%
Hispanic-Cuban	1	0%	0%

Race	#	%	State Avg
White/Caucasian	716	78%	▲ 59%
Black/African American	114	12%	18%
Other	43	5%	12%
Unknown	26	3%	8%
Hawaiian/Other Pacific Islander	10	1%	0%
Am. Indian/Native Alaskan	7	1%	1%
Asian	6	1%	1%
Multiple Races	1	0%	1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	26	-12% ▼
Admits	8	6	33% ▲
Discharges	9	10	-10%
Service Hours	202	260	-22% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
Valid Primary Drug Data	100%	47%
Periodic Submitted	Actual	State Avg
6 Month Updates	100%	7%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	96%	99%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	56%	50%	58%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		17	74%	50%	23%	24% ▲
✓ Abstinence/Reduced Drug Use		18	78%	55%	22%	23% ▲
✓ Not Arrested		22	96%	75%	42%	21% ▲
Social Support		18	78%	N/A	32%	N/A
● Stable Living Situation		21	91%	95%	42%	-4%
● Improved/Maintained Function Score		11	61%	75%	28%	-14% ▼
● Self Help		1	4%	60%	14%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		12	86%	90%	39%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		3	38%	75%	63%	-37% ▼

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

▲ > 10% Over ▼ < 10% Under

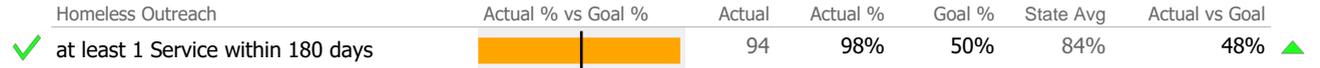
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 100 Active Standard Outpatient Programs

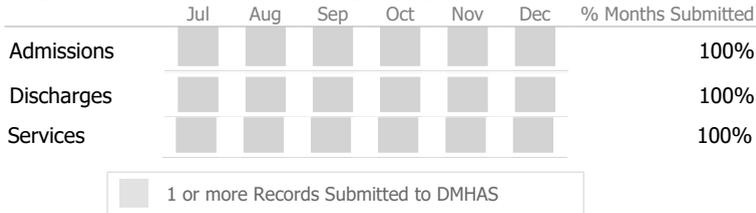
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	123	59	108% ▲
Admits	97	36	169% ▲
Discharges	95	48	98% ▲
Service Hours	89	122	-27% ▼

Service Engagement



Data Submitted to DMHAS for 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	15	22	-32% ▼
Admits	-	5	-100% ▼
Discharges	-	3	-100% ▼
Service Hours	101	133	-24% ▼

Recovery

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

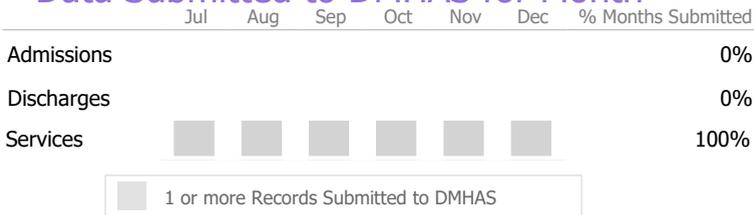
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	95%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%
Periodic Submitted	Actual	State Avg
6 Month Updates		82%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis		48%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* 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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	-	1	-100% ▼
Discharges	-	-	
Service Hours	28	35	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		5	50%	85%	86%	-35% ▼

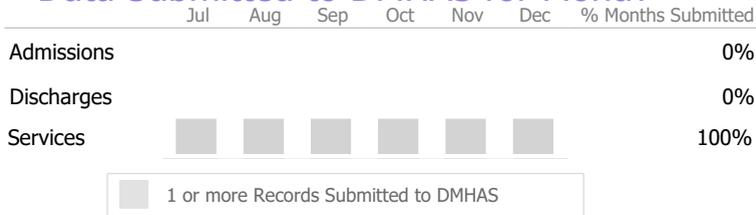
Service Utilization

	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		96%
Periodic Submitted	Actual	State Avg
6 Month Updates		82%

Data Submitted to DMHAS for Month



> 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	0	1	▼
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation	<div style="width: 0%;"></div>	N/A	N/A	85%	86%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div style="width: 0%;"></div>	N/A	N/A	90%	95%	N/A ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	<div style="width: 0%;"></div>	96%
Periodic Submitted	Actual	State Avg
6 Month Updates	<div style="width: 0%;"></div>	82%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							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	17	13	31% ▲
Admits	14	7	100% ▲
Discharges	10	11	-9%
Service Hours	34	20	68% ▲
Social Rehab/PHP/IOP Days	205	242	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	79%
Valid Primary Drug Data	100%	81%
Periodic Submitted	Actual	State Avg
6 Month Updates	N/A	0%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	94%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	40%	50%	56%	-10% ▼
✓ Follow-up within 30 Days of Discharge		4	100%	90%	48%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		14	78%	N/A	65%	N/A
● Stable Living Situation		16	89%	95%	63%	-6%
● Not Arrested		12	67%	75%	66%	-8%
● Abstinence/Reduced Drug Use		6	33%	55%	32%	-22% ▼
● Employed		3	17%	50%	30%	-33% ▼
● Improved/Maintained Function Score		7	70%	75%	36%	-5%
● Self Help		2	11%	60%	24%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		6	75%	90%	22%	-15% ▼

Data Submitted to DMHAS for Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

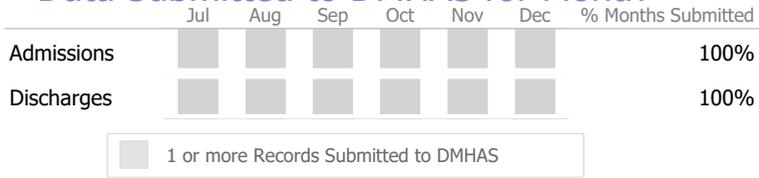
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 62 Active Standard IOP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	617	411	50% ▲
Admits	237	205	16% ▲
Discharges	176	139	27% ▲

Data Submitted to DMHAS for Month



* 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

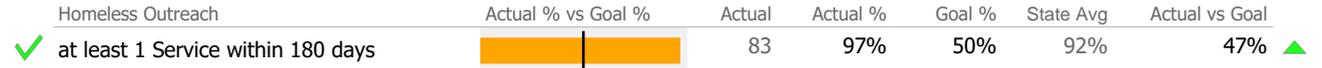
Program Quality Dashboard

Reporting Period: July 2025 - December 2025

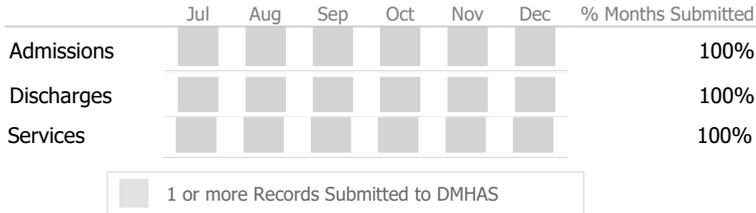
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	117	8%
Admits	87	80	9%
Discharges	86	88	-2%
Service Hours	291	376	-23% ▼

Service Engagement



Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 50 Active Outreach & Engagement Programs