Family and Children's Agency Inc
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - December 2019   (Data as of Apr 06, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	748	755	-1%	
	Admits	107	138	-22%	▼
	Discharges	77	184	-58%	▼
	Service Hours	297	539	-45%	▼
	S.Rehab/PHP/IOP	5,128	4,326	19%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Social Rehabilitation		642	82.6%
	Case Management		91	11.7%
Addiction				
	Outpatient		23	3.0%
	IOP		21	2.7%

Consumer Satisfaction Survey   (Based on 26 FY19 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%
✓	Access		100%	80%	88%
✓	Respect		95%	80%	91%
✓	Outcome		82%	80%	83%
✓	Recovery		82%	80%	79%

Legend: ▮ Satisfied % | Goal %   ▨ 0-80%   ▨ 80-100%   ✓ Goal Met   ● Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		29	4%	10%
26-34		109	15%	23%
35-44		115	16%	22%
45-54		186	25%	20%
55-64		203	27%	19%
65+		97	13%	7%

Gender

Gender		#	%	State Avg
Male		485	65%	60%
Female		261	35%	40%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		506	68%	70%
Hispanic-Other		95	13%	8%
Hisp-Puerto Rican		80	11%	12%
Unknown		48	6%	9%
Hispanic-Mexican		13	2%	1%
Hispanic-Cuban		6	1%	0%

Race

Race		#	%		State Avg
Black/African American		304	41%	▲	17%
White/Caucasian		272	36%	▼	63%
Other		108	14%		13%
Unknown		46	6%		5%
Multiple Races		9	1%		1%
Am. Indian/Native Alaskan		5	1%		1%
Asian		2	0%		1%
Hawaiian/Other Pacific Islander		2	0%		0%

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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	43	-47%	▼
Admits	8	21	-62%	▼
Discharges	12	33	-64%	▼
Service Hours	98	272	-64%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		100%	92%
✓ Valid TEDS Data		100%	90%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
🔴 6 Month Updates		0%	24%

Co-occurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		62%	86%
SA Screen Complete		62%	98%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							100%
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		5	42%	50%	54%	-8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		23	100%	55%	50%	45%	▲
✓ Not Arrested		22	96%	75%	81%	21%	▲
✓ Stable Living Situation		22	96%	95%	80%	1%	
🔴 Improved/Maintained Axis V GAF Score		12	60%	75%	54%	-15%	▼
🔴 Employed		6	26%	50%	42%	-24%	▼
🔴 Self Help		6	26%	60%	27%	-34%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		5	45%	90%	65%	-45%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		7	88%	75%	70%	13%	▲

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 113 Active Standard Outpatient Programs

Hmls Outrch/CM 105294
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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	34	-38%	▼
Admits	6	23	-74%	▼
Discharges	10	16	-38%	▼
Service Hours	86	149	-42%	▼

Service Engagement
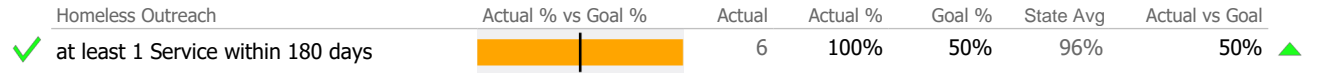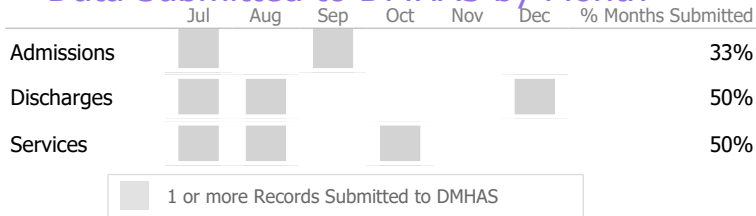
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		6	100%	50%	96%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▨	▨				33%
Discharges	▨	▨				▨	50%
Services	▨	▨		▨			50%

▨ 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

Next Step Supportive Hsg105551
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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	10	0%	
Admits	2	1	100%	▲
Discharges	2	1	100%	▲
Service Hours	67	70	-4%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		8	80%	85%	89%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		7	88%	90%	95%	-2%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		95%	90%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions			▢		▢		33%
Discharges			▢				17%
Services	▢	▢	▢	▢	▢		83%

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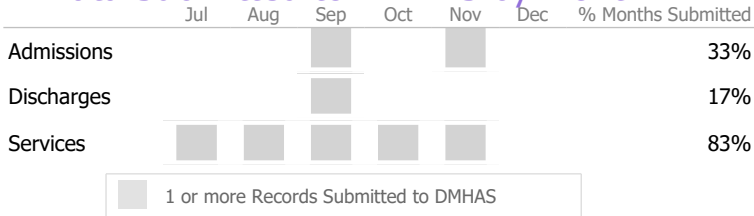
▲ > 10% Over   ▼ < 10% Under

▨ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 98 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	1	2000%	▲
Admits	21	1	2000%	▲
Discharges	16	-		
Service Hours	-	-		
Social Rehab/PHP/IOP Days	22	0		

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	95%
✔ Valid TEDS Data		100%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	1%

Co-occurring		Actual	State Avg
MH Screen Complete		79%	91%
SA Screen Complete		74%	91%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
✔ Valid Axis V GAF Score		100%	100%

Data Submitted to DMHAS by Month

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

▪ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		13	81%	50%	55%	31%	▲
●	Follow-up within 30 Days of Discharge		8	62%	90%	68%	-28%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		23	96%	75%	75%	21%	▲
✔	Improved/Maintained Axis V GAF Score		16	100%	75%	65%	25%	▲
●	Abstinence/Reduced Drug Use		13	54%	55%	45%	-1%	
●	Stable Living Situation		22	92%	95%	82%	-3%	
●	Employed		6	25%	50%	28%	-25%	▼
●	Self Help		3	12%	60%	17%	-48%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		7	88%	90%	70%	-2%
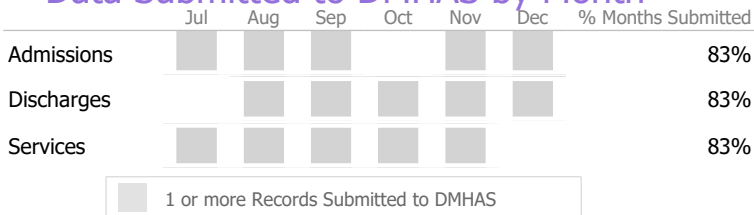
▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 50 Active Standard IOP Programs

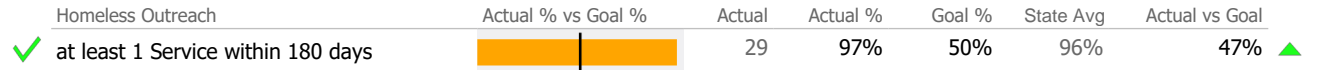**Senior Outreach**
Family and Children's Agency Inc
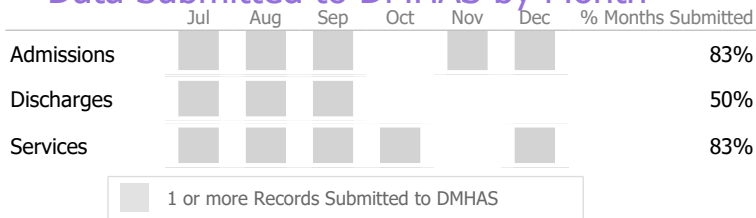Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	66	-8%	
Admits	30	45	-33%	▼
Discharges	37	42	-12%	▼
Service Hours	37	49	-23%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		29	97%	50%	96%	47%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪	▪		▪	▪	83%
Discharges	▪	▪	▪				50%
Services	▪	▪	▪	▪		▪	83%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

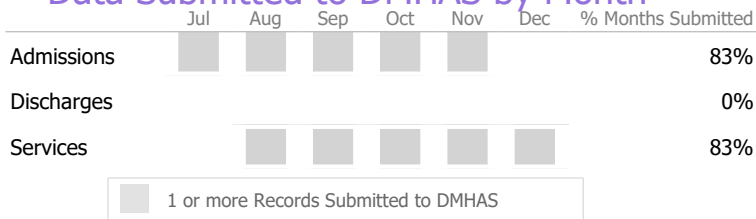* State Avg based on 46 Active Outreach & Engagement Programs

Social Rehab 105-284
Family and Children's Agency Inc
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	642	629	2%	
Admits	40	47	-15%	▼
Discharges	-	92	-100%	▼
Social Rehab/PHP/IOP Days	5,106	4,326	18%	▲

Service Utilization
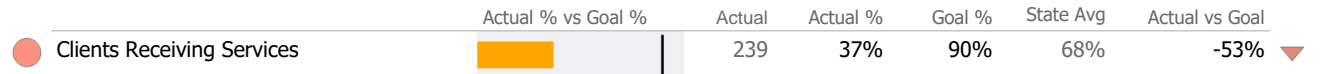
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	▬	239	37%	90%	68%	-53%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							0%
Services							83%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▏ Goal	✓ Goal Met	● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs