Family and Children's Agency Inc
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - March 2020   (Data as of Jul 15, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	789	844	-7%	
	Admits	163	236	-31%	▼
	Discharges	124	252	-51%	▼
	Service Hours	529	715	-26%	▼
	S.Rehab/PHP/IOP	7,299	7,054	3%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	655	79.1%
	Case Management	111	13.4%
Addiction			
	Outpatient	32	3.9%
	IOP	30	3.6%

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

	#	%	State Avg
18-25	30	4%	11%
26-34	114	15%	23%
35-44	123	16%	22%
45-54	191	24%	20%
55-64	208	27%	18%
65+	114	15%	6%

Gender

	#	%	State Avg
Male	500	64%	60%
Female	287	36%	40%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	535	68%	70%
Hispanic-Other	104	13%	8%
Hisp-Puerto Rican	80	10%	12%
Unknown	50	6%	10%
Hispanic-Mexican	14	2%	1%
Hispanic-Cuban	6	1%	0%

Race

	#	%		State Avg
Black/African American	317	40%	▲	17%
White/Caucasian	290	37%	▼	62%
Other	117	15%		13%
Unknown	47	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 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	48	-33%	▼
Admits	21	28	-25%	▼
Discharges	17	39	-56%	▼
Service Hours	306	324	-6%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	91%
✓ Valid TEDS Data		100%	90%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	20%

Co-occurring		Actual	State Avg
MH Screen Complete		71%	88%
SA Screen Complete		71%	98%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		8	47%	50%	52%	-3%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Abstinence/Reduced Drug Use		35	97%	55%	51%	42%	▲
✓ Not Arrested		35	97%	75%	82%	22%	▲
● Stable Living Situation		33	92%	95%	82%	-3%	
● Employed		16	44%	50%	43%	-6%	
● Improved/Maintained Axis V GAF Score		17	74%	75%	58%	-1%	
● Self Help		7	19%	60%	26%	-41%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		19	100%	90%	66%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		15	88%	75%	70%	13%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪		89%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪		89%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 115 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 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	48	-56%	▼
Admits	6	37	-84%	▼
Discharges	10	32	-69%	▼
Service Hours	91	204	-55%	▼

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%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪		▪							22%
Discharges	▪	▪				▪				33%
Services	▪	▪		▪			▪	▪		56%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

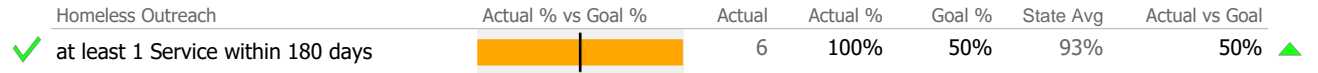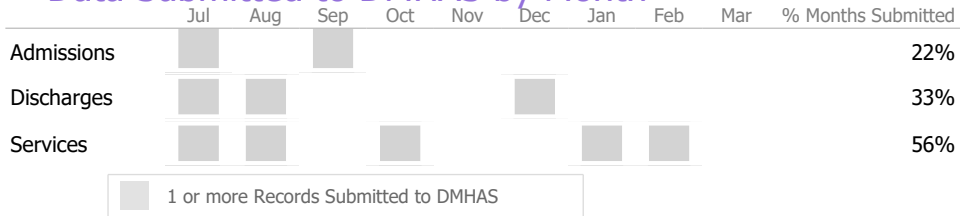■ Actual | Goal ✓ Goal Met ● Below Goal

* 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 - March 2020 (Data as of Jul 15, 2020)

Program Activity

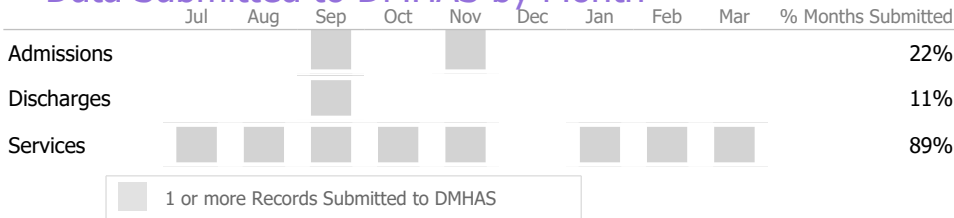| Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	11	-9%
Admits	2	2	0%
Discharges	2	2	0%
Service Hours	86	87	-1%

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%	96%	-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	Jan	Feb	Mar	% Months Submitted
Admissions			▪		▪					22%
Discharges			▪							11%
Services	▪	▪	▪	▪	▪		▪	▪	▪	89%

▪ 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 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	2	1400%	▲
Admits	31	2	1450%	▲
Discharges	34	1	3300%	▲
Service Hours	-	-		
Social Rehab/PHP/IOP Days	33	2	1550%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	94%
✔ Valid TEDS Data		100%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	4%

Co-occurring		Actual	State Avg
MH Screen Complete		84%	92%
SA Screen Complete		81%	92%

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

Discharge Outcomes

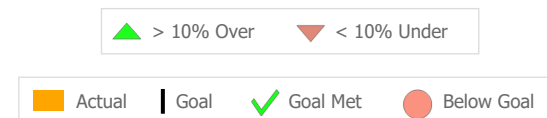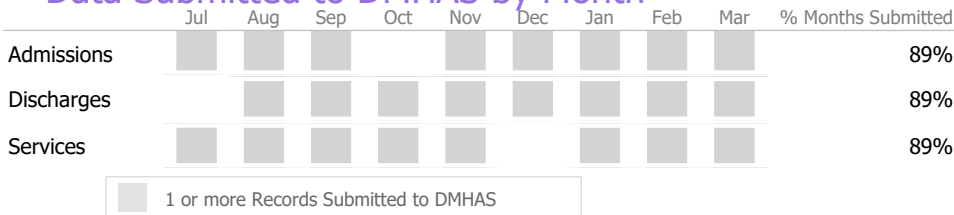|		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		21	62%	50%	56%	12%	▲
🔴	Follow-up within 30 Days of Discharge		16	76%	90%	63%	-14%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Improved/Maintained Axis V GAF Score		34	100%	75%	72%	25%	▲
✔	Not Arrested		33	97%	75%	78%	22%	▲
🔴	Stable Living Situation		32	94%	95%	83%	-1%	
🔴	Abstinence/Reduced Drug Use		18	53%	55%	42%	-2%	
🔴	Employed		9	26%	50%	35%	-24%	▼
🔴	Self Help		3	9%	60%	16%	-51%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		N/A	N/A	90%	77%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										89%
Services										89%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 53 Active Standard IOP Programs

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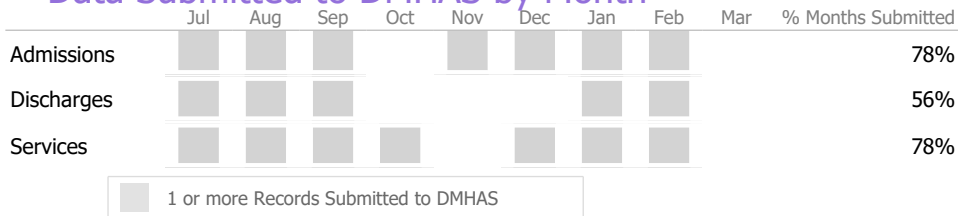Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	81	107	-24%	▼
Admits	50	86	-42%	▼
Discharges	61	86	-29%	▼
Service Hours	39	99	-61%	▼

Service Engagement
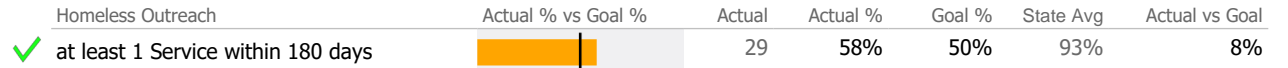
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ at least 1 Service within 180 days		29	58%	50%	93%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢		▢	▢	▢	▢		78%
Discharges	▢	▢	▢				▢	▢		56%
Services	▢	▢	▢	▢		▢	▢	▢		78%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✔ Goal Met   ● Below Goal

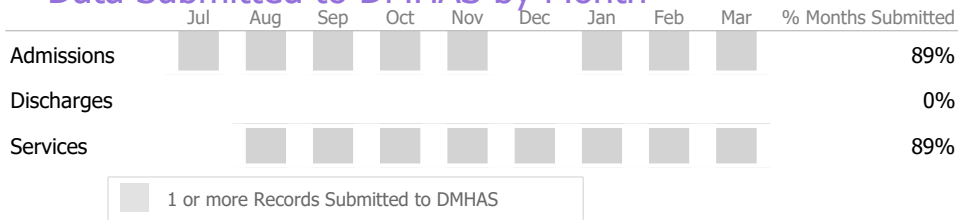* State Avg based on 46 Active Outreach & Engagement Programs

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 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	655	663	-1%	
Admits	53	81	-35%	▼
Discharges	-	92	-100%	▼
Social Rehab/PHP/IOP Days	7,266	7,052	3%	

Service Utilization
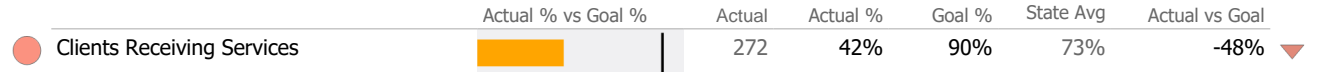
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		272	42%	90%	73%	-48%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪		▪	▪	▪	89%
Discharges										0%
Services		▪	▪	▪	▪	▪	▪	▪	▪	89%

▪ 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