

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	356	787	-55%	▼
	Admits	182	70	160%	▲
	Discharges	130	244	-47%	▼
	Service Hours	1,209	912	33%	▲
	S.Rehab/PHP/IOP	66	142	-54%	▼

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

### Consumer Satisfaction Survey

(Based on 5 FY21 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		100%	80%	88%
✓ Outcome		100%	80%	83%
● Recovery		75%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Social Rehabilitation	116	31.4%
	Case Management	109	29.5%
<b>Addiction</b>	Case Management	95	25.7%
	Outpatient	29	7.9%
	IOP	20	5.4%

### Client Demographics

Age	#	%	State Avg
18-25	9	3%	9%
26-34	46	13%	21%
35-44	38	11%	23%
45-54	51	15%	19%
55-64	78	22%	19%
65+	126	36%	9%

Gender	#	%	State Avg
Female	204	57%	41%
Male	152	43%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	221	62%	68%
Hispanic-Other	80	22%	8%
Hisp-Puerto Rican	25	7%	11%
Unknown	24	7%	11%
Hispanic-Mexican	6	2%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	145	41%	62%
Black/African American	101	28%	17%
Other	74	21%	13%
Unknown	29	8%	6%
Asian	3	1%	1%
Multiple Races	3	1%	1%
Am. Indian/Native Alaskan	1	0%	0%
Hawaiian/Other Pacific Islander			0%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	95		
Admits	95	-	
Discharges	43	-	
Service Hours	201	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	94%
On-Time Periodic 6 Month Updates	N/A	56%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		26	60%	50%	69%	10% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		85	89%	80%	80%	9%
● Employed		18	19%	20%	29%	-1%
● Self Help		0	0%	60%	51%	-60% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	96%	90%	77%	6%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 13 Active Standard Case Management Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	30	-3%
Admits	10	10	0%
Discharges	12	11	9%
Service Hours	372	643	-42% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	87%
Valid TEDS Data	95%	87%
<b>On-Time Periodic</b>		
6 Month Updates	0%	18%
<b>Co-occurring</b>		
MH Screen Complete	60%	95%
SA Screen Complete	60%	95%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	33%	50%	50%	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		29	100%	75%	74%	25% ▲
Abstinence/Reduced Drug Use		23	79%	55%	39%	24% ▲
Stable Living Situation		29	100%	95%	72%	5% ▲
Employed		10	34%	50%	30%	-16% ▼
Self Help		7	24%	60%	14%	-36% ▼

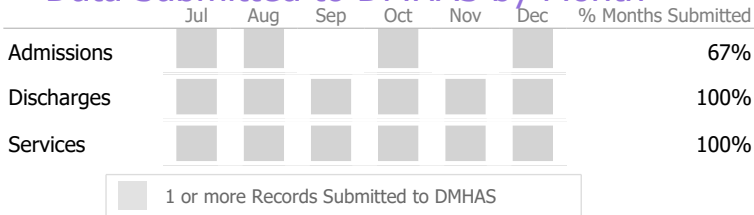
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		16	94%	90%	55%	4%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		10	100%	75%	63%	25% ▲

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on 107 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	1	2100% ▲
Admits	9	1	800% ▲
Discharges	6	-	
Service Hours	105	-	

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		21	95%	85%	88%	10%

### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		15	94%	90%	96%	4%

### Data Submission Quality

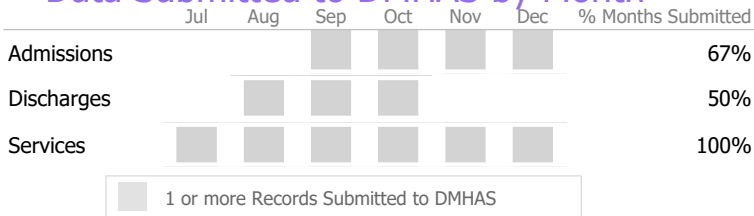
Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		83%

Co-occurring	Actual	State Avg
✓ MH Screen Complete		74%
✓ SA Screen Complete		72%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		55%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	8	0%
Admits	1	-	
Discharges	-	-	
Service Hours	49	51	-4%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		6	75%	85%	88%	-10%

### Service Utilization

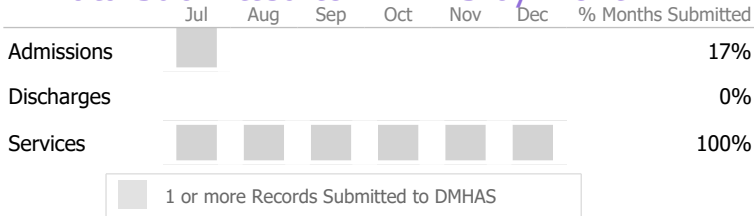
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		7	88%	90%	96%	-2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
6 Month Updates		83%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

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

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		N/A	N/A	85%	88%	-85% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	96%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
6 Month Updates		83%

### Data Submitted to DMHAS by Month

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

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 109 Active Supportive Housing – Scattered Site Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20		
Admits	16	-	
Discharges	14	-	
Service Hours	432	-	
Social Rehab/PHP/IOP Days	66	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	83%
Valid TEDS Data	100%	86%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	0%
<b>Co-occurring</b>		
MH Screen Complete	88%	86%
SA Screen Complete	88%	86%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	71%	50%	56%	21% ▲
● Follow-up within 30 Days of Discharge		8	80%	90%	65%	-10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		19	86%	75%	74%	11% ▲
✓ Stable Living Situation		22	100%	95%	84%	5%
● Abstinence/Reduced Drug Use		10	45%	55%	47%	-10% ▼
● Employed		5	23%	50%	29%	-27% ▼
● Self Help		4	18%	60%	13%	-42% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		8	100%	90%	57%	10%

### 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

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 57 Active Standard IOP Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

# Senior Outreach

Family and Children's Agency Inc

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

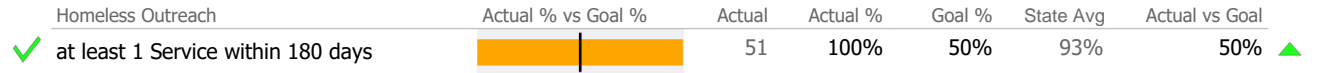
Program Quality Dashboard

Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

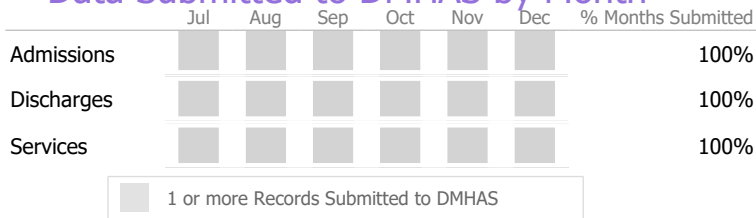
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	79	67	18% ▲
Admits	51	42	21% ▲
Discharges	55	41	34% ▲
Service Hours	50	25	98% ▲

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 47 Active Outreach & Engagement Programs

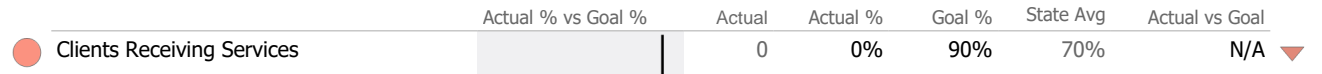
Variances in data may be indicative of operational adjustments related to the pandemic.



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	661	-82% ▼
Admits	-	3	-100% ▼
Discharges	-	186	-100% ▼
Service Hours	-	4	-100% ▼
Social Rehab/PHP/IOP Days	0	142	-100% ▼

### Service Utilization



### Data Submitted to DMHAS by 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 34 Active Social Rehabilitation Programs