

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	348	229	52%	▲
	Admits	243	110	121%	▲
	Discharges	121	119	2%	
	Service Hours	1,738	698	149%	▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	157	44.0%
<b>Forensic SA</b>	Forensics Community-based	133	37.3%
<b>Addiction</b>	Outpatient	30	8.4%
	IOP	24	6.7%
	Case Management	13	3.6%

### Consumer Satisfaction Survey

(Based on 35 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Overall		97%	80%	91%
✓ Respect		97%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Access		94%	80%	88%
✓ Outcome		91%	80%	83%
✓ Recovery		82%	80%	79%

■ Satisfied %    |    Goal %     0-80%     80-100%    ✓ Goal Met    ● Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	25	7%	8%
26-34	58	17%	19%
35-44	63	18%	24%
45-54	37	11%	18%
55-64	61	18%	19%
65+	99	29%	▲ 10%

Gender	#	%	State Avg
Female	195	56%	▲ 41%
Male	153	44%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	166	48%	▼ 65%
Hispanic-Other	153	44%	▲ 10%
Hisp-Puerto Rican	15	4%	10%
Unknown	8	2%	▼ 14%
Hispanic-Mexican	6	2%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	226	65%	60%
Black/African American	61	18%	17%
Other	50	14%	12%
Unknown	6	2%	8%
Asian	2	1%	1%
Multiple Races	2	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%

■ Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	36	-17% ▼
Admits	12	14	-14% ▼
Discharges	12	14	-14% ▼
Service Hours	261	230	14% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	88%
Valid TEDS Data	94%	75%
<b>On-Time Periodic</b>		
6 Month Updates	0%	10%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	87%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	25%	50%	53%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		18	56%	55%	28%	1%
Not Arrested		24	75%	75%	53%	0%
Stable Living Situation		25	78%	95%	55%	-17% ▼
Employed		9	28%	50%	28%	-22% ▼
Improved/Maintained Function Score		8	33%	75%	41%	-42% ▼
Self Help		2	6%	60%	15%	-54% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		15	75%	90%	37%	-15% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		9	82%	75%	45%	7%

### Data Submitted to DMHAS by 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 101 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	13		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

### Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	78%	-50% ▼

### 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 24 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	29	3%
Admits	-	3	-100% ▼
Discharges	2	-	
Service Hours	98	98	-1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		20	67%	85%	86%	-18% ▼

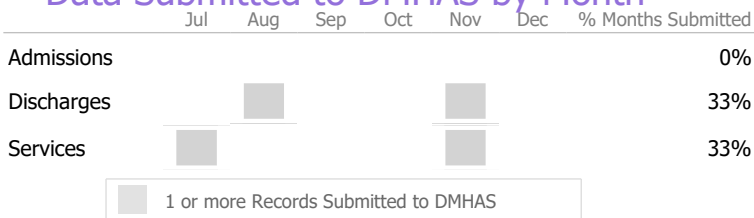
### Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		17	61%	90%	91%	-29% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%
On-Time Periodic	Actual	State Avg
● 6 Month Updates		86%
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 118 Active Supportive Housing – Scattered Site Programs

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

## 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 2023 - December 2023 (Data as of Mar 26, 2024)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	8	25% ▲
Admits	-	-	
Discharges	-	-	
Service Hours	77	42	85% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		3	30%	85%	86%	-55% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	90%	90%	91%	0%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		98%

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

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							17%

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	9	-100% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		3	100%	85%	86%	15% ▲

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	91%	N/A ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98%

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

### 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 118 Active Supportive Housing – Scattered Site Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	18	33% ▲
Admits	19	14	36% ▲
Discharges	20	13	54% ▲
Service Hours	959	9	
Social Rehab/PHP/IOP Days	0	325	-100% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	82%
Valid TEDS Data	97%	83%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	1%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	45%	50%	51%	-5%
Follow-up within 30 Days of Discharge		7	78%	90%	52%	-12% ▼

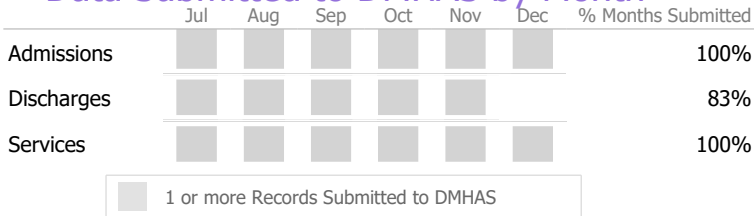
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		23	85%	75%	79%	10%
Stable Living Situation		20	74%	95%	82%	-21% ▼
Improved/Maintained Function Score		14	67%	75%	77%	-8%
Abstinence/Reduced Drug Use		8	30%	55%	52%	-25% ▼
Employed		6	22%	50%	30%	-28% ▼
Self Help		6	22%	60%	34%	-38% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		5	71%	90%	60%	-19% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

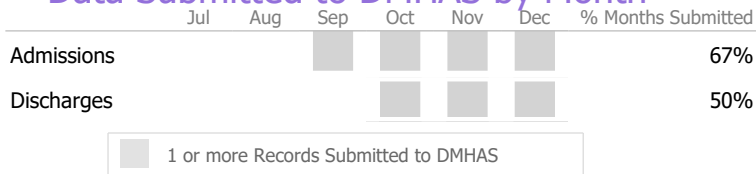
\* State Avg based on 59 Active Standard IOP Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	133		
Admits	133	-	
Discharges	6	-	

### Data Submitted to DMHAS by Month



\* State Avg based on 12 Active Pre-trial Intervention Programs Programs

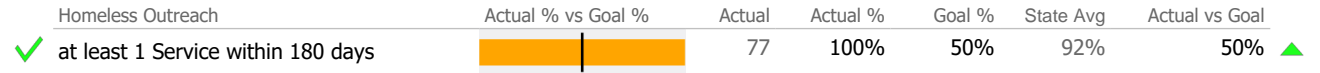
Variances in data may be indicative of operational adjustments related to the pandemic.



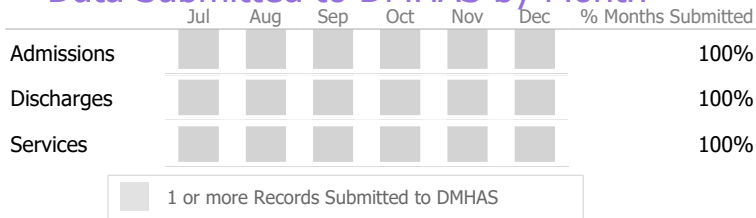
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	57	100% ▲
Admits	79	37	114% ▲
Discharges	81	36	125% ▲
Service Hours	343	57	

### Service Engagement



### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 54 Active Outreach & Engagement Programs