Family and Childrens Agency Inc
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - June 2017   (Data as of Sep 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	704	853	-17%	▼
	Admits	370	299	24%	▲
	Discharges	329	510	-35%	▼
	Service Hours	2,478	2,939	-16%	▼
	S.Rehab/PHP/IOP	9,729	4,328	125%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	555	70.3%
	Case Management	65	8.2%
Addiction			
	Outpatient	115	14.6%
	IOP	55	7.0%

Consumer Satisfaction Survey   (Based on 132 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Access		95%	80%	88%
✓	Respect		95%	80%	91%
✓	Quality and Appropriateness		94%	80%	93%
✓	Participation in Treatment		94%	80%	92%
✓	Overall		93%	80%	91%
✓	General Satisfaction		93%	80%	92%
✓	Outcome		82%	80%	83%
✓	Recovery		81%	80%	79%

▬ Satisfied %		Goal %	▬ 0-80%	▬ 80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	63	9%	14%
26-34	135	20%	24%
35-44	127	18%	20%
45-54	204	29%	22%
55-64	137	20%	16%
65+	26	4%	5%

Gender

Gender	#	%	State Avg
Male	411	59%	60%
Female	290	41%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	469	67%	74%
Hispanic-Other	90	13%	7%
Hisp-Puerto Rican	73	10%	13%
Unknown	52	7%	6%
Hispanic-Mexican	14	2%	1%
Hispanic-Cuban	6	1%	0%

Race

Race	#	%		State Avg
Black/African American	271	38%	▲	16%
White/Caucasian	265	38%	▼	65%
Other	102	14%		13%
Unknown	42	6%		3%
Multiple Races	12	2%		1%
Am. Indian/Native Alaskan	7	1%		1%
Asian	3	0%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

▬ Unique Clients		State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

Early Intervention 291
Family and Childrens Agency Inc
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	115	115	0%
Admits	102	95	7%
Discharges	94	98	-4%
Service Hours	1,394	1,787	-22% ▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		100%	95%
✓ Valid TEDS Data		95%	91%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		18%	44%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	96%
✓ SA Screen Complete		100%	96%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
✓ Valid Axis V GAF Score		100%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		27	29%	50%	54%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Not Arrested		127	97%	75%	87%	22% ▲
✓ Abstinence/Reduced Drug Use		78	60%	55%	58%	5%
✓ Stable Living Situation		126	96%	95%	88%	1%
● Employed		48	37%	50%	44%	-13% ▼
● Improved/Maintained Axis V GAF Score		55	52%	75%	69%	-23% ▼
● Self Help		20	15%	60%	30%	-45% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		37	100%	90%	81%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		89	97%	75%	75%	22% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 113 Active Standard Outpatient Programs

Hmls Outrch/CM 105294
Family and Childrens Agency Inc
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	54	85	-36%	▼
Admits	39	32	22%	▲
Discharges	42	68	-38%	▼
Service Hours	259	288	-10%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		38	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢	▢	▢	▢	▢	▢	▢	▢		▢	92%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢		▢	▢	92%
Services		▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	92%

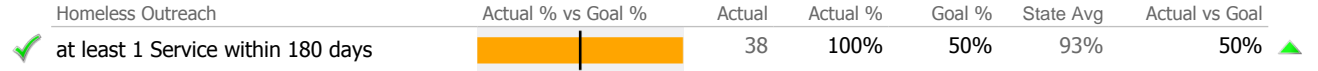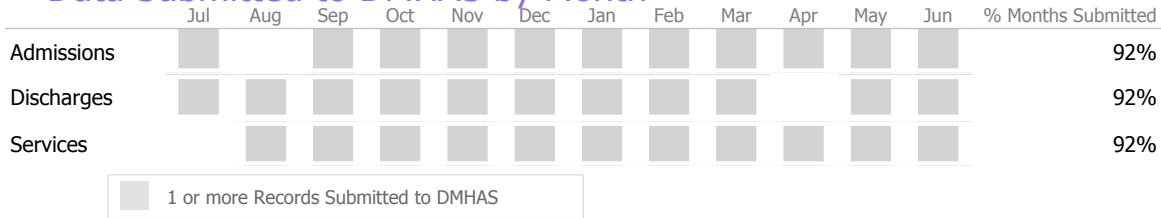▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Next Step Supportive Hsg105551
Family and Childrens Agency Inc
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	13	-15%	▼
Admits	-	1	-100%	▼
Discharges	2	2	0%	
Service Hours	139	180	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation	�	11	100%	85%	85%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													8%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 69 Active Supportive Housing – Scattered Site Programs

Project Reward- IOP Prgm 985201
Family and Childrens Agency Inc
Addiction - IOP - Standard IOP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	44	25%	▲
Admits	54	46	17%	▲
Discharges	53	39	36%	▲
Service Hours	686	683	0%	
Social Rehab/PHP/IOP Days	1,043	814	28%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	95%
✓	Valid TEDS Data	100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	14%

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	96%
✓	SA Screen Complete	100%	96%

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		34	64%	50%	62%	14%	▲
●	Follow-up within 30 Days of Discharge		25	74%	90%	57%	-16%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		63	95%	75%	94%	20%	▲
✓	Abstinence/Reduced Drug Use		40	61%	55%	65%	6%	
●	Stable Living Situation		61	92%	95%	92%	-3%	
●	Improved/Maintained Axis V GAF Score		39	74%	75%	84%	-1%	
●	Employed		16	24%	50%	35%	-26%	▼
●	Self Help		10	15%	60%	43%	-45%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		15	100%	90%	91%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 50 Active Standard IOP Programs

Social Rehab 105-284
Family and Childrens Agency Inc
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	555	686	-19%	▼
Admits	175	125	40%	▲
Discharges	138	303	-54%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	8,686	3,514	147%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		320	76%	90%	78%	-14%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges									▪	▪			17%
Services				▪	▪	▪			▪	▪	▪	▪	58%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

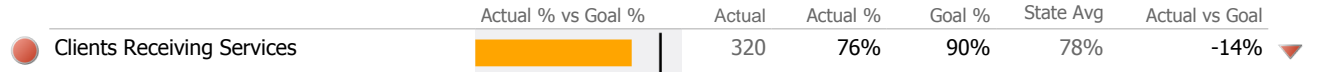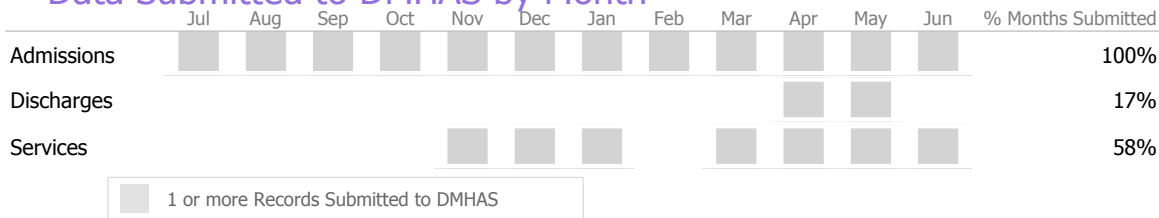| 🟧 Actual | │ Goal | ✔ Goal Met | 🔴 Below Goal |

* State Avg based on 35 Active Social Rehabilitation Programs