Family and Childrens Agency Inc
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	677	772	-12%	▼
	Admits	257	302	-15%	▼
	Discharges	145	378	-62%	▼
	Service Hours	2,535	2,564	-1%	
	S.Rehab/PHP/IOP	5,529	6,090	-9%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	538	70.1%
	Case Management	105	13.7%
Addiction			
	Outpatient	74	9.6%
	IOP	51	6.6%

Consumer Satisfaction Survey   (Based on 84 FY14 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		95%	80%	92%
✔	General Satisfaction		94%	80%	92%
✔	Respect		93%	80%	91%
✔	Quality and Appropriateness		92%	80%	93%
✔	Overall		90%	80%	91%
✔	Access		90%	80%	88%
✔	Outcome		83%	80%	83%
🔴	Recovery		79%	80%	79%

■ Satisfied % | Goal %   ▨ 0-80%   ▨ 80-100%   ✔ Goal Met   🔴 Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		53	8%	16%
26-34		125	19%	24%
35-44		129	19%	19%
45-54		217	33%	23%
55-64		112	17%	14%
65+		28	4%	4%

Gender

Gender		#	%	State Avg
Male		408	60%	60%
Female		267	40%	40%

Race

Race		#	%		State Avg
Black/African American		279	41%	▲	17%
White/Caucasian		215	32%	▼	66%
Other		117	17%		13%
Unknown		44	6%		3%
Multiple Races		13	2%		1%
Am. Indian/Native Alaskan		5	1%		1%
Asian		4	1%		1%
Hawaiian/Other Pacific Islander					0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		449	66%	75%
Hisp-Puerto Rican		81	12%	12%
Hispanic-Other		78	12%	6%
Unknown		52	8%	6%
Hispanic-Mexican		10	1%	1%
Hispanic-Cuban		7	1%	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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	83	-11%	▼
Admits	56	76	-26%	▼
Discharges	51	68	-25%	▼
Service Hours	1,366	1,236	11%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		100%	95%
✓ Valid TEDS Data		96%	92%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		85%	33%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		99%	97%
✓ SA Screen Complete		99%	96%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		97%	97%
✓ Valid Axis V GAF Score		100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		20	39%	50%	51%	-11%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		76	94%	75%	86%	19%	▲
✓ Abstinence/Reduced Drug Use		48	59%	55%	58%	4%	
✓ Stable Living Situation		78	96%	95%	85%	1%	
● Employed		29	36%	50%	40%	-14%	▼
● Self Help		16	20%	60%	26%	-40%	▼
● Improved/Maintained Axis V GAF Score		27	42%	75%	62%	-33%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	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		40	75%	75%	73%	0%

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 116 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	93	90	3%	▲
Admits	21	41	-49%	▼
Discharges	36	16	125%	▲
Service Hours	344	380	-9%	

Service Engagement
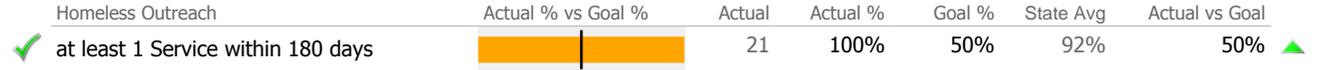
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		21	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	92%
Services	▪		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	92%

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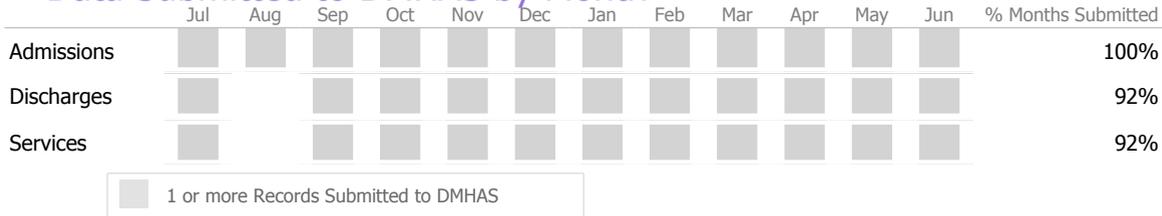
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 38 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	10	30%	▲
Admits	3	2	50%	▲
Discharges	1	-		
Service Hours	195	140	39%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Stable Living Situation		10	77%	85%	89%	-8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		12	100%	90%	97%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions						■	■		■				25%
Discharges							■						8%
Services	■	■	■		■	■				■	■		58%

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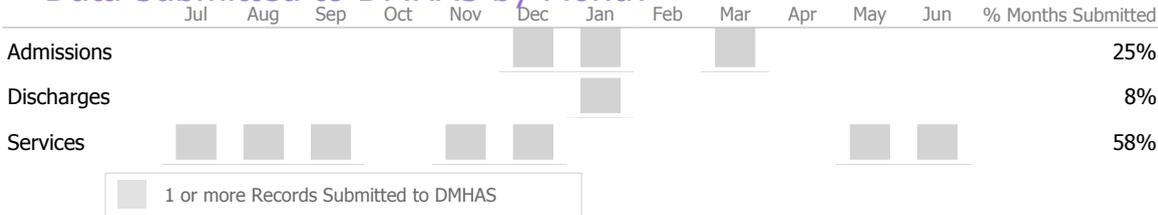
▲ > 10% Over   ▼ < 10% Under

■ 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	49	4%	
Admits	51	42	21%	▲
Discharges	55	48	15%	▲
Service Hours	629	808	-22%	▼
Social Rehab/PHP/IOP Days	907	875	4%	

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	96%
✔	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%	98%
✔	Valid Axis V GAF Score	100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		34	62%	50%	55%	12%	▲
●	Follow-up within 30 Days of Discharge		22	65%	90%	52%	-25%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		55	92%	75%	93%	17%	▲
●	Stable Living Situation		53	88%	95%	90%	-7%	
●	Abstinence/Reduced Drug Use		22	37%	55%	65%	-18%	▼
●	Improved/Maintained Axis V GAF Score		35	64%	75%	83%	-11%	▼
●	Employed		10	17%	50%	31%	-33%	▼
●	Self Help		10	17%	60%	51%	-43%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		4	80%	90%	80%	-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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	538	640	-16%	▼
Admits	126	141	-11%	▼
Discharges	2	246	-99%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	4,622	5,215	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		157	29%	90%	75%	-61%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges						▪							8%
Services			▪	▪	▪	▪	▪						42%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal
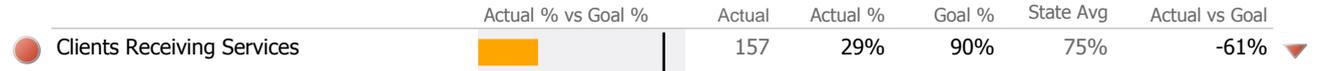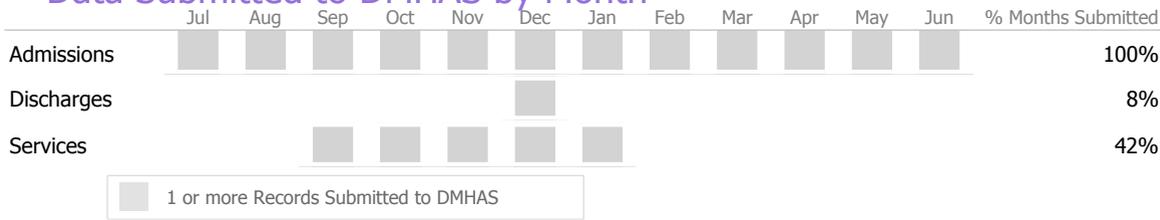
* State Avg based on 39 Active Social Rehabilitation Programs