Family and Childrens Agency Inc
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - September 2016   (Data as of Jan 06, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	495	671	-26%	▼
	Admits	99	63	57%	▲
	Discharges	42	70	-40%	▼
	Service Hours	614	707	-13%	▼
	S.Rehab/PHP/IOP	1,391	1,412	-1%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	416	79.5%
	Case Management	33	6.3%
Addiction			
	Outpatient	51	9.8%
	IOP	23	4.4%

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		#	%	State Avg
18-25		37	8%	12%
26-34		93	19%	22%
35-44		87	18%	19%
45-54		148	31%	23%
55-64		100	21%	18%
65+		19	4%	6%

Gender		#	%	State Avg
Male		317	64%	58%
Female		176	36%	42%
Transgender				0%

Ethnicity		#	%	State Avg
Non-Hispanic		329	66%	75%
Hispanic-Other		64	13%	7%
Hisp-Puerto Rican		52	11%	12%
Unknown		36	7%	6%
Hispanic-Mexican		11	2%	1%
Hispanic-Cuban		3	1%	0%

Race		#	%		State Avg
Black/African American		202	41%	▲	16%
White/Caucasian		184	37%	▼	65%
Other		64	13%		13%
Unknown		28	6%		3%
Multiple Races		8	2%		1%
Am. Indian/Native Alaskan		5	1%		1%
Asian		3	1%		1%
Hawaiian/Other Pacific Islander		1	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 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	51	51	0%	
Admits	22	19	16%	▲
Discharges	20	18	11%	▲
Service Hours	330	460	-28%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	96%
✓	Valid TEDS Data	97%	92%

On-Time Periodic	Actual	State Avg
6 Month Updates	42%	45%

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

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%
✓	Valid Axis V GAF Score	100%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		6	30%	50%	51%	-20%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		50	98%	75%	83%	23%	▲
✓	Abstinence/Reduced Drug Use		38	75%	55%	51%	20%	▲
●	Stable Living Situation		48	94%	95%	83%	-1%	
●	Employed		17	33%	50%	40%	-17%	▼
●	Improved/Maintained Axis V GAF Score		21	68%	75%	52%	-7%	
●	Self Help		11	22%	60%	23%	-38%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		31	97%	90%	68%	7%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		21	95%	75%	77%	20%	▲

▲ > 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 Childrens Agency Inc
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	60	-63%	▼
Admits	7	7	0%	
Discharges	7	46	-85%	▼
Service Hours	61	59	3%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		7	100%	50%	93%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	☐		☐	67%
Discharges	☐	☐	☐	100%
Services		☐	☐	67%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
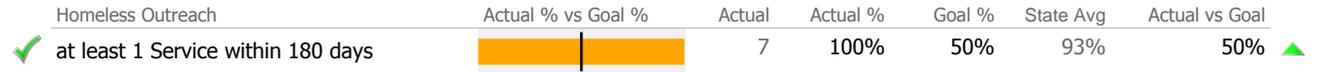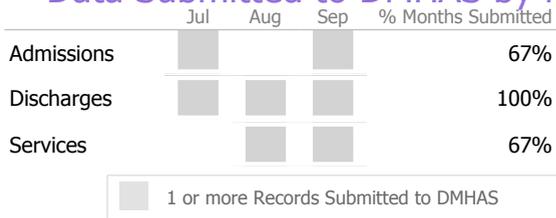
* State Avg based on 38 Active Outreach & Engagement Programs

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 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	12	-8%	
Admits	-	-		
Discharges	-	1	-100%	▼
Service Hours	58	44	33%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		11	100%	85%	79%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		11	100%	90%	92%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	98%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	75%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 71 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 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	14	64%	▲
Admits	11	10	10%	
Discharges	15	5	200%	▲
Service Hours	165	144	14%	▲
Social Rehab/PHP/IOP Days	262	166	58%	▲

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	2%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	97%
✔	SA Screen Complete	100%	97%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	85%
✔	Valid Axis V GAF Score	100%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		10	67%	50%	61%	17%	▲
●	Follow-up within 30 Days of Discharge		8	80%	90%	53%	-10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		21	91%	75%	94%	16%	▲
✔	Abstinence/Reduced Drug Use		15	65%	55%	45%	10%	
●	Stable Living Situation		21	91%	95%	91%	-4%	
✔	Improved/Maintained Axis V GAF Score		13	87%	75%	72%	12%	▲
●	Employed		6	26%	50%	33%	-24%	▼
●	Self Help		3	13%	60%	32%	-47%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		9	100%	90%	61%	10%	

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 51 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 - September 2016   (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	416	578	-28%	▼
Admits	59	27	119%	▲
Discharges	-	-		
Service Hours	-	-		
Social Rehab/PHP/IOP Days	1,129	1,246	-9%	

Service Utilization
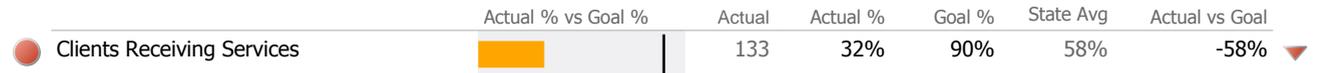
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		133	32%	90%	58%	-58%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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 38 Active Social Rehabilitation Programs