Family and Childrens Agency Inc
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - December 2016   (Data as of Mar 21, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	573	710	-19%	▼
	Admits	192	112	71%	▲
	Discharges	80	228	-65%	▼
	Service Hours	1,336	1,382	-3%	
	S.Rehab/PHP/IOP	4,800	3,595	34%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	470	75.9%
	Case Management	43	6.9%
Addiction			
	Outpatient	70	11.3%
	IOP	36	5.8%

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%

Legend: ▮ Satisfied % | Goal %   ▮ 0-80%   ▮ 80-100%   ✓ Goal Met   ● Under Goal

Client Demographics

Age
	#	%	State Avg
18-25	45	8%	13%
26-34	102	18%	23%
35-44	102	18%	19%
45-54	174	31%	22%
55-64	116	21%	17%
65+	22	4%	5%

Gender
	#	%	State Avg
Male	353	62%	59%
Female	218	38%	41%
Transgender			0%

Ethnicity
	#	%	State Avg
Non-Hispanic	380	66%	74%
Hispanic-Other	82	14%	7%
Hisp-Puerto Rican	56	10%	12%
Unknown	40	7%	6%
Hispanic-Mexican	12	2%	1%
Hispanic-Cuban	3	1%	0%

Race
	#	%		State Avg
Black/African American	227	40%	▲	16%
White/Caucasian	213	37%	▼	65%
Other	80	14%		13%
Unknown	30	5%		3%
Multiple Races	11	2%		1%
Am. Indian/Native Alaskan	7	1%		1%
Asian	3	1%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

Legend: ▮ 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 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	63	11%	▲
Admits	45	34	32%	▲
Discharges	41	34	21%	▲
Service Hours	734	883	-17%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	96%
✔ Valid TEDS Data		94%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		46%	40%

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%	94%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		12	29%	50%	53%	-21%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		72	97%	75%	84%	22%	▲
✔ Abstinence/Reduced Drug Use		45	61%	55%	53%	6%	
🔴 Stable Living Situation		69	93%	95%	85%	-2%	
🔴 Employed		23	31%	50%	42%	-19%	▼
🔴 Improved/Maintained Axis V GAF Score		26	48%	75%	60%	-27%	▼
🔴 Self Help		13	18%	60%	24%	-42%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		33	100%	90%	74%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		41	93%	75%	76%	18%	▲

▲ > 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	32	65	-51%	▼
Admits	16	12	33%	▲
Discharges	16	53	-70%	▼
Service Hours	130	109	18%	▲

Service Engagement
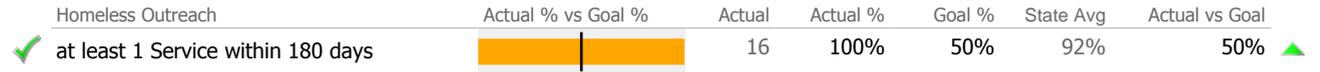
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	at least 1 Service within 180 days		16	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	☐		☐	☐	☐	☐	83%
Discharges	☐	☐	☐	☐	☐	☐	100%
Services		☐	☐	☐	☐	☐	83%

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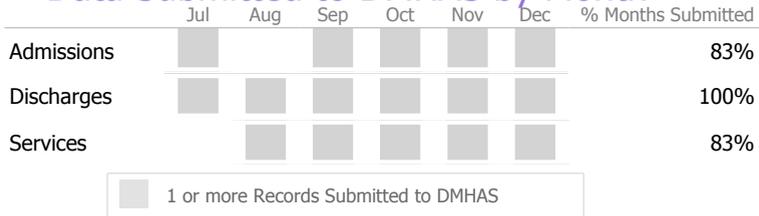
▲ > 10% Over	▼ < 10% Under

| ▮ 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 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	12	-8%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	85	90	-5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		11	100%	85%	80%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	96%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							100%

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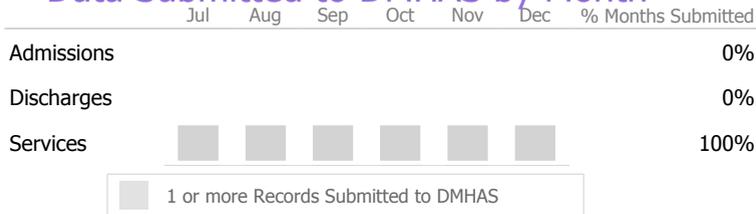
▲ > 10% Over   ▼ < 10% Under

☐ 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 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	23	57%	▲
Admits	26	20	30%	▲
Discharges	23	14	64%	▲
Service Hours	387	300	29%	▲
Social Rehab/PHP/IOP Days	518	367	41%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	95%
✔	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%	94%
✔	SA Screen Complete	100%	94%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	90%
✔	Valid Axis V GAF Score	100%	90%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		17	74%	50%	61%	24%	▲
🔴	Follow-up within 30 Days of Discharge		12	71%	90%	55%	-19%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		36	95%	75%	93%	20%	▲
✔	Abstinence/Reduced Drug Use		23	61%	55%	54%	6%	
🔴	Stable Living Situation		35	92%	95%	91%	-3%	
🔴	Employed		10	26%	50%	34%	-24%	▼
✔	Improved/Maintained Axis V GAF Score		18	78%	75%	76%	3%	
🔴	Self Help		5	13%	60%	35%	-47%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		15	100%	90%	64%	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 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	470	600	-22%	▼
Admits	105	46	128%	▲
Discharges	-	126	-100%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	4,282	3,228	33%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		213	45%	90%	66%	-45%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							0%
Services							33%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

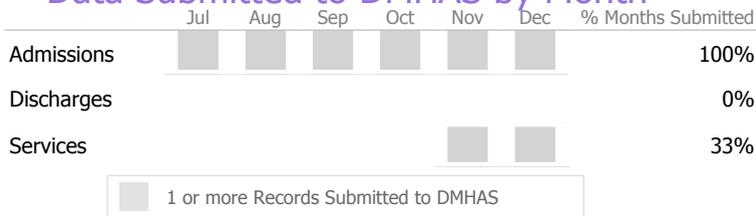Actual | Goal ✓ Goal Met 🔴 Below Goal
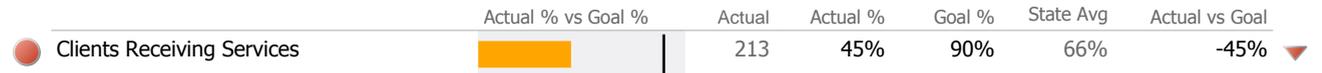
* State Avg based on 37 Active Social Rehabilitation Programs