

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
Behavioral Health Services	<ul style="list-style-type: none"> • Crisis Stabilization • EMPS - Crisis Intervention Service System Statewide Call Center • EMPS Crisis Intervention Service Extended Day Treatment • Functional Family Therapy (FFT) • Intensive In-Home Child and Adolescent Psychiatric Services (IICAPS) • Juvenile Sexual Treatment (JOTLAB) New Haven • Multidimensional Treatment Foster Care • Outpatient Psychiatric Clinic for Children • Community Support Team NH AO • Short-term Family Integrated Treatment (SFIT) 	<ul style="list-style-type: none"> • Number of clients served annually • Number of family engagement activities • Number of family therapy sessions conducted • Number of aftercare activities conducted 	<ul style="list-style-type: none"> • Percent of participants served who successfully complete treatment • Percent of families who complete treatment successfully and have a service length of stay between 120-160 days. • Percent of participants served who are successfully linked to community based services and/or pro-social supports • Percent of children/youth served for whom psychiatric hospitalization during the course of services is avoided 	<ul style="list-style-type: none"> • Percent of participants who demonstrate increased functioning • Percent of participants who demonstrate decrease in problem severity • Percent of participants who met treatment goals • Percent of participants who remain in the community • Percent of participants in an academic or vocational program at the time of discharge • Percent of youth and their families who report improved communication and improved hope for the future • Percent of families evidencing improved family functioning • Percent of youth and families with enhanced social supports/community resources at discharge • Percent of positive family satisfaction • Percent of positive youth satisfaction • Percent of youth discharged to their placement of origin 	PSDCRS

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
			<ul style="list-style-type: none"> • Percent of children/youth for whom an out-of-home placement during the course of services is avoided • Percent of families and caregivers completing the Ohio Scales at intake and at discharge • Percent of participants not arrested while receiving services; • Percent of biopsychosocial assessments completed • Percent of family assessments completed • Percent of families engaged in treatment • Percent of youth maintaining continuity with 		

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
			their school program <ul style="list-style-type: none"> • Percent of youth discharged in 15 days or less • Percent of youth and families completing satisfaction surveys at discharge • Percent of youth and families engaged in aftercare activities 		
Early Childhood Development Services	<ul style="list-style-type: none"> • Child First – ECS • Zero - Three 	<ul style="list-style-type: none"> • Number of assessments completed at baseline, 6 months, and termination • Number of Plans of Care developed • Number of Plans of Care developed on time • Number of interventions completed in the home 	<ul style="list-style-type: none"> • Percent of assessments completed on time • Percent of Plans of Care that address identified needs • Percent of the Plans of Care developed • Percent of Plans of Care developed on time • Percent of families who report 	<ul style="list-style-type: none"> • Children up to age six experience improved competence and/or social skills • Children up to age six experience a decrease in social/emotional and behavioral problems • Children up to age six experience a decrease in developmental/learning problems and language delay • Parents/Caregivers who increase community connectedness reducing social isolation and stress; • Parents/Caregivers who experience improved mental health • Parents/Caregivers and their children up to age six who experience healthy, 	PSDCRS

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
		<ul style="list-style-type: none"> • Number of hours of clinical interventions delivered • Number of families receiving case management • Number of referrals made 	satisfaction of the service <ul style="list-style-type: none"> • Percent of visits made by staff - jointly and separately • Percent of site compliance elements achieved' • Percent of staff members who are compliant with model • Continuous monitoring and ensuring of children's health 	responsive nurturing relationships with their caregiver/parent <ul style="list-style-type: none"> • Parents/Caregivers who obtain and maintain stable housing over the duration of their involvement in services 	
Evaluation and Consultation	<ul style="list-style-type: none"> • Child Abuse Pediatricians (CAP) JJ-Intermediate Evaluation for Youth • Mental Health Consultation to Child Care (ECCP) • Multidimensional Examination (MDE) Clinic • Multidisciplinary Teams (MDT) Physical and Sexual Abuse Evaluation 	<ul style="list-style-type: none"> • Number of consultations performed • Number of reports reviewed • Number of Careline staff who received training • Number of evaluations completed 	<ul style="list-style-type: none"> • Percent of Careline staff whose level of concern changed due to consultation • Percent of reports that provider brought to a Careline Manager's attention • Percent of reports brought to Careline 	<ul style="list-style-type: none"> • Percent of Careline staff who modified their decision-making based on CAP consultation • Percent of satisfied families (consumers) as measured by a satisfaction survey • Percent of satisfied referral sources (customer) as measured by a satisfaction survey 	Unknown

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
			<p>Manager's attention by provider and that were modified after a Careline Manager review</p> <ul style="list-style-type: none"> • Percent of reports brought to Careline Manager's attention that were modified after consultation • Percent of Careline staff who felt training was helpful • Percent of Careline staff who felt they understood when to consult provider • Percent of Careline staff who felt that the information will improve their practice • Percent of evaluations submitted within 28 days of the 		

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
			complete referral receipt <ul style="list-style-type: none"> • Percent of evaluations which contain at least one recommendation generated by the family and/or child/youth • Percent of evaluations with a community-based intervention recommendations • Percent of evaluations with recommendations that address all of the referral questions 		
Family Support	<ul style="list-style-type: none"> • Adopt a Social Worker (Covenant to Care) • Community Support for Families • Family and Community Ties • Family Support Reg 3 • Foster and Adoptive Parent Support (CAFAP) 	Number of clients served	<ul style="list-style-type: none"> • Percent of families who report satisfaction with the group education process as evidenced on satisfaction surveys. • Percent of the families who report 	<ul style="list-style-type: none"> • Percent of participants who are reported as having a decreased frequency of visits to the nurse for non-specific complaints; • Percent of participants who demonstrate increased school attendance • Percent of participants who report a positive experience spending time with their siblings(s) 	Unknown

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
	<ul style="list-style-type: none"> • Foster Care and Adoptive Family Support Group Reg 5 • Foster Family Support Hartford • Foster Parent Support Medically Complex Waterbury • Prison Transportation- BPT Htfd • Respite Care Services • Reunification and Therapeutic Family Time • Sibling Connections (Almada Lodge - Times Farm Camp) • Statewide Family Organization • Therapeutic Child Care-Regions 1&5 		<p>satisfaction with school and/or community services</p> <ul style="list-style-type: none"> • Percent of children/youth who report a positive camp experience • Percent of children/youth attending camp who will be able to identify a specific positive event that they will remember from the camp experience 		
Foster Care	<ul style="list-style-type: none"> • Therapeutic Foster Care • Therapeutic Foster Care -Medically Complex 		<ul style="list-style-type: none"> • Percent of homes utilized in comparison to the number of referrals and number of children placed Percent of homes utilized in 	<ul style="list-style-type: none"> • Percent of children who evidence clinical and behavioral improvement in the home, school, and community • Percent of children who make up and/or maintain age appropriate acquisition of developmental and academic skills 	PSDCRS

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
			comparison to the number of referrals and number of children placed Percent of families who evidence acquired competencies to maintain the child in their home <ul style="list-style-type: none"> • Percent of TFC foster parents who maintain licensing approval • Percent of children whose medical and dental needs are met 	<ul style="list-style-type: none"> • Percent of children who are in a legal permanent placement after participation 	
Housing	Supportive Housing for Families		<ul style="list-style-type: none"> • Percent of clients who receive comprehensive screening and assessment 	<ul style="list-style-type: none"> • Number and percentage of clients with increased scores of the NCFAS • Number of clients who have safe and affordable housing within first year of program enrollment • Rate of repeat maltreatment Percent of children remaining with parent(s)/caregiver instead of entering foster care • Of those entering foster care, number of days spent in foster care vs. remaining with parent(s)/caregiver 	PSDCRS

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
				<ul style="list-style-type: none"> Percent of clients who achieve case plan goals 	
Parent Support	<ul style="list-style-type: none"> High Risk Infant Program Homebuilders Intensive Family Preservation Parent Project Parenting Class - Danbury AO Triple P (Positive Parenting Program) 	<ul style="list-style-type: none"> Number of clients who received a baseline assessment Number of clients who receive a Plan of Care Number of clients who received information for services Number of families served 	<ul style="list-style-type: none"> Percent of clients who completed a baseline assessment Percent of clients who completed an Infant Plan of Care Percent of clients who were connected to services Percent of clients who completed services Percent of clients who were satisfied with the provider Percent of families connected to resources and services in the community to address their identified needs 	<ul style="list-style-type: none"> Percent of newborns placed with father, relatives, or with friends of the family Percent of families who show progress on goal attainment Percent of families who have improved safety ratings Percent of children who remain safely in their homes Number and percent of children whose behavior rating changed to normal at their post-assessment Parents rated as lax, over reactive, and/or hostile in their parenting at enrollment who whose rating changed to normal at post-assessment Parents rated moderate, severe, or extremely severe in their symptoms of anxiety, stress, and/or depression, whose rating changed to normal or mild at their post-assessment Percent of families who report that they use new skills as a result of the service 	PSDCRS

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
Performance Improvement Center	<ul style="list-style-type: none"> • Child First Consultation and Evaluation • EMPS Performance Improvement Center • IICAPS - Consultation and Evaluation • Multidimensional Family Therapy (MDFT): Consultation and Evaluation • Multisystemic Therapy (MST): Consultation and Evaluation • Performance Improvement Center - Therapeutic Group Home 		<ul style="list-style-type: none"> • Participants in training who rate training sessions as very good to excellent • Certified staff who pass their adherence-to-model rating 	<ul style="list-style-type: none"> • Reduction in Emergency Department Visits by children in Psychiatric Crisis • Reduction in the rate of inpatient admission directly following an ED visit by children in Psychiatric Crisis 	PSDCRS
Permanency Support	Permanency Placement Services Program - PPSP	<ul style="list-style-type: none"> • Number of newly identified permanent homes • Number of children/youth who are placed in a permanent home 	Number of children/youth and families who were successfully linked to community based services and/ or pro-social supports	<ul style="list-style-type: none"> • Number of children/youth for whom a stable, life-long connection was identified • Number of children/youth for whom legal permanency was achieved 	Unknown

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
Positive Youth Development	<ul style="list-style-type: none"> Positive Youth Development Juvenile Review Board Juvenile Review Board Support and Enhancement 	<ul style="list-style-type: none"> Number of new approved mentors Number of new matches Number of after care matches 	<ul style="list-style-type: none"> Percent of matches facilitated in a timely manner Percent of matches that met per program requirements Percent of youth who indicate overall satisfaction at discharge 	<ul style="list-style-type: none"> Percent of youth who had no further involvement with the Juvenile Justice System Percent of youth who had an increase in school attendance Percent of youth who had a reduction in school suspensions or negative behavior in school Percent of caretakers reporting improved functioning of the youth 	Unknown
Preparation for Adulthood	<ul style="list-style-type: none"> Community Based Life Skills Work Learn/Youth Program Supportive Work Education and Transition Program Fostering Responsibility, Education and Employment (FREE) 	Number of youth served who were referred to community based services and/or pro-social supports	<ul style="list-style-type: none"> Percent of youth served who were successfully linked to community based services and/or pro-social supports Percent of youth who were satisfied with services 	<ul style="list-style-type: none"> Percent of youth served who demonstrated improvement in life skills Percent of youth who have obtained a High School Diploma or GED Percent of youth served who were transitioned to an independent living setting at discharge Percent of clients who do not experience conviction from a new arrest Percent of clients who remain in the community Percent of clients who maintained grade level to support advancement Percent of clients who entered post-secondary education or training Percent of clients demonstrating improved employment skills Percent of clients completing subsidized employment experience 	PSDCRS

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
				<ul style="list-style-type: none"> Percent of clients maintaining employment 	
Substance Abuse Treatment	<ul style="list-style-type: none"> ACCRA - Adolescent SA Family Based Recovery (FBR) Residential Substance Abuse Treatment - Children's Center of Hamden Project Safe - Substance Abuse Prevention Multidimensional Family Therapy (MDFT)\ Multisystemic Therapy (MST) Multisystemic Therapy (MST) - Building Stronger Families Multisystemic Therapy (MST) - Families in Transition (FIT) Multisystemic Therapy (MST) - Problem Sexual Behavior Multisystemic Therapy (MST) - 	Number of families served	<ul style="list-style-type: none"> Percent of therapists and supervisor who become certified within 6-9 months of receiving the initial training Percent of participants who are substance free Percent of clients with no new arrests 	<ul style="list-style-type: none"> Percent of participants with reduction of substance abuse at discharge Percent of clients who maintained or increased school or vocational attendance at the time of discharge Percent of clients living at home at time of discharge Percent of families who have completed all or most of their treatment goals 	PSDCRS, GAIN, & Chestnut QA

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
	Transitional Age Youth (TAY)				
Trauma Services	New Haven Trauma Coalition-Clifford Beers	<ul style="list-style-type: none"> • Number of families served • Number of children screened • Number of individuals who receive trauma informed training • Number of coalition meetings held • Number of leadership meetings held 	<ul style="list-style-type: none"> • Percent of children and family's needs met \ • Percent of children who complete prevention programming • Percent of children/families satisfied with services • Percent of trainees satisfied with the training • Percent of organizations that become certified trauma informed organizations • Percent of trained professionals who increase their knowledge • Percent of trained professionals who change at least one thing in their practice trauma informed 	<ul style="list-style-type: none"> • Percent of students with improved grades • Percent of students with improved school attendance • Percent of children who report a decrease in stress symptoms • Percent of children with a reduction in negative school behaviors • Percent reduction in the number of children suspended from school 	Unknown

Service Type <small>(Includes multiple programs)</small>	Programs Included in Service Type	How much did we do? <small>(Quantity of Work)</small>	How well did we do it? <small>(Quality of Work)</small>	Is anyone better off? <small>(Client Outcomes)</small>	Data Sources <small>(Data sources does not necessarily mean every program's data source is identified here, but at least the data source for one program in this category is listed here)</small>
			<ul style="list-style-type: none"> • Percent of coalition members who remain members for more than 6 months • Percent of coalition members who attend at least half of the meetings 		