Family and Childrens Agency Inc
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - June 2016   (Data as of Sep 12, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	835	687	22%	▲
	Admits	291	265	10%	
	Discharges	529	151	250%	▲
	Service Hours	2,921	2,540	15%	▲
	S.Rehab/PHP/IOP	4,328	7,919	-45%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Social Rehabilitation	667	72.5%
	Case Management	94	10.2%
Addiction			
	Outpatient	115	12.5%
	IOP	44	4.8%

Consumer Satisfaction Survey   (Based on 184 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		97%	80%	91%
✓ Quality and Appropriateness		96%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		93%	80%	91%
✓ Access		90%	80%	88%
✓ Outcome		89%	80%	83%
✓ Recovery		87%	80%	79%

■ Satisfied % | Goal % ▨ 0-80% ▨ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	73	9%	15%
26-34	155	19%	24%
35-44	170	21%	19%
45-54	245	30%	22%
55-64	142	17%	15%
65+	31	4%	4%

Gender

Gender	#	%	State Avg
Male	491	59%	60%
Female	340	41%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	569	68%	75%
Hispanic-Other	97	12%	7%
Hisp-Puerto Rican	91	11%	12%
Unknown	62	7%	6%
Hispanic-Mexican	11	1%	1%
Hispanic-Cuban	5	1%	0%

Race

Race	#	%		State Avg
Black/African American	347	42%	▲	16%
White/Caucasian	285	34%	▼	65%
Other	130	16%		13%
Unknown	50	6%		3%
Multiple Races	13	2%		1%
Am. Indian/Native Alaskan	5	1%		1%
Asian	4	0%		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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	115	75	53%	▲
Admits	95	58	64%	▲
Discharges	98	51	92%	▲
Service Hours	1,787	1,370	30%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	97%
✔	Valid TEDS Data	94%	93%

On-Time Periodic		Actual	State Avg
	6 Month Updates	46%	49%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	99%	96%
✔	SA Screen Complete	99%	96%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	97%	100%
✔	Valid Axis V GAF Score	100%	94%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		25	26%	50%	53%	-24%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Not Arrested		122	96%	75%	90%	21%	▲
✔	Abstinence/Reduced Drug Use		81	64%	55%	59%	9%	
✔	Stable Living Situation		123	97%	95%	90%	2%	
🔴	Employed		53	42%	50%	44%	-8%	
🔴	Improved/Maintained Axis V GAF Score		51	46%	75%	68%	-29%	▼
🔴	Self Help		19	15%	60%	24%	-45%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		29	100%	90%	83%	10%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		85	94%	75%	80%	19%	▲

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 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	92	-11%	▼
Admits	29	21	38%	▲
Discharges	66	42	57%	▲
Service Hours	271	346	-22%	▼

Service Engagement
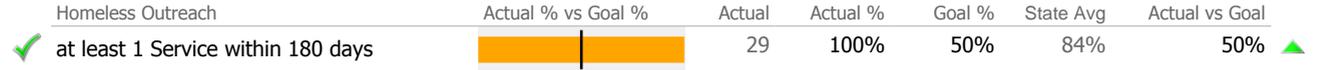
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	at least 1 Service within 180 days		29	100%	50%	84%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	100%
Discharges	☐		☐	☐		☐	☐		☐		☐	☐	67%
Services	☐	☐	☐	☐		☐	☐		☐	☐	☐	☐	83%

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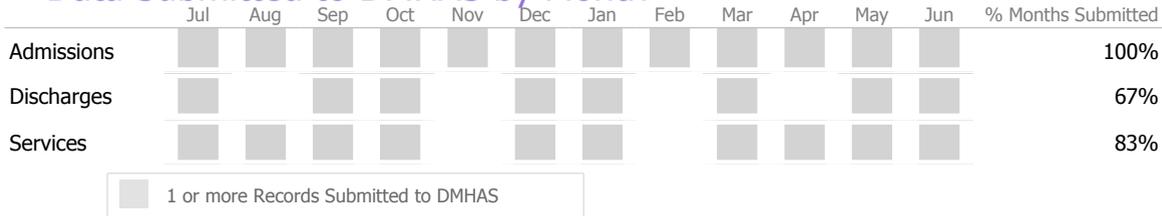
▲ > 10% Over   ▼ < 10% Under

🟧 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	13	0%	
Admits	1	3	-67%	▼
Discharges	2	1	100%	▲
Service Hours	180	195	-8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		13	100%	85%	79%	15%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		11	100%	90%	95%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▣						8%
Discharges		▣						▣					17%
Services	▣		▣	▣		▣	▣	▣		▣	▣	▣	75%

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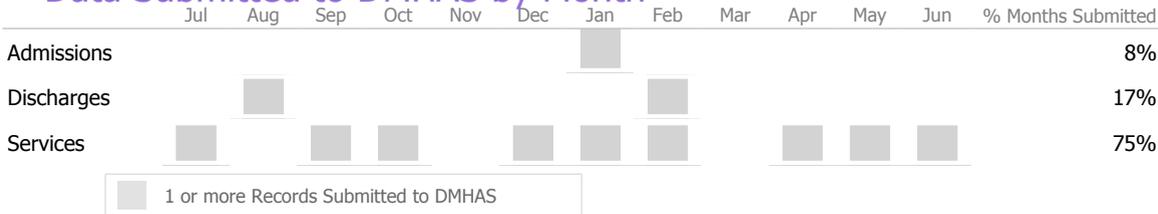
▲ > 10% Over   ▼ < 10% Under

■ 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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	44	51	-14%	▼
Admits	46	51	-10%	
Discharges	39	55	-29%	▼
Service Hours	683	629	9%	
Social Rehab/PHP/IOP Days	814	907	-10%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		27	69%	50%	59%	19%	▲
🔴	Follow-up within 30 Days of Discharge		22	81%	90%	51%	-9%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		47	92%	75%	94%	17%	▲
✓	Abstinence/Reduced Drug Use		30	59%	55%	61%	4%	
✓	Stable Living Situation		49	96%	95%	91%	1%	
✓	Improved/Maintained Axis V GAF Score		32	82%	75%	84%	7%	
🔴	Employed		12	24%	50%	32%	-26%	▼
🔴	Self Help		8	16%	60%	44%	-44%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		12	100%	90%	59%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	97%
✓	Valid TEDS Data	100%	99%

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

Cooccurring		Actual	State Avg
✓	MH Screen Complete	100%	95%
✓	SA Screen Complete	100%	95%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	91%
✓	Valid Axis V GAF Score	100%	89%

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	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

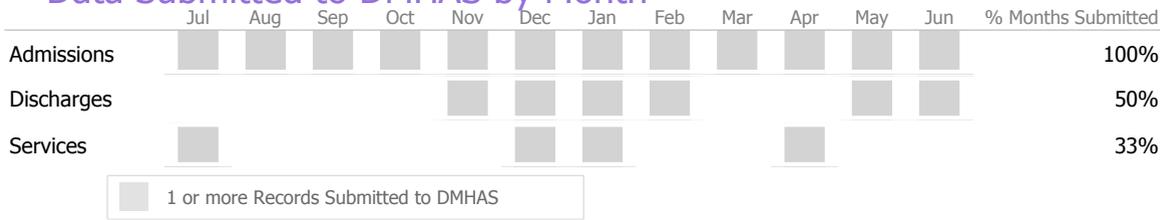* State Avg based on 51 Active Standard IOP Programs

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 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	667	548	22%	▲
Admits	120	132	-9%	
Discharges	324	2	16100%	▲
Service Hours	-	-		
Social Rehab/PHP/IOP Days	3,514	7,012	-50%	▼

Service Utilization
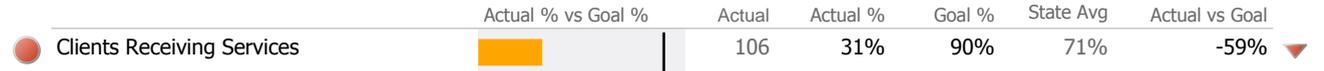
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services	▮	106	31%	90%	71%	-59%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges					▢	▢	▢	▢			▢	▢	50%
Services	▢					▢	▢			▢			33%

▢ 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