

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	144	138	4%
	Admits	28	23	22% ▲
	Discharges	22	24	-8%
	Service Hours	4,030	3,425	18% ▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	144	100.0%

### Consumer Satisfaction Survey

(Based on 85 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ General Satisfaction		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		90%	80%	88%
✓ Respect		89%	80%	91%
✓ Outcome		82%	80%	83%
✓ Recovery		80%	80%	79%

Satisfied %    |    Goal %    0-80%    80-100%    Goal Met    Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	5	3%	10%
26-34	28	19%	22%
35-44	26	18%	23%
45-54	27	19%	19%
55-64	39	27%	18%
65+	19	13%	7%

Gender	#	%	State Avg
Male	79	55%	59%
Female	65	45%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	131	91% ▲	68%
Hispanic-Other	8	6%	8%
Hisp-Puerto Rican	4	3%	11%
Unknown	1	1% ▼	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	105	73% ▲	61%
Black/African American	28	19%	17%
Other	8	6%	13%
Asian	2	1%	1%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

Unique Clients    |    State Avg    > 10% Over State Avg    > 10% Under State Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

# Melissa's Project - Region 2 - 524301

Guardian Ad Litem

Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	55	5%
Admits	9	8	13% ▲
Discharges	9	7	29% ▲
Service Hours	1,712	1,319	30% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	59%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		8	89%	50%	64%	39% ▲

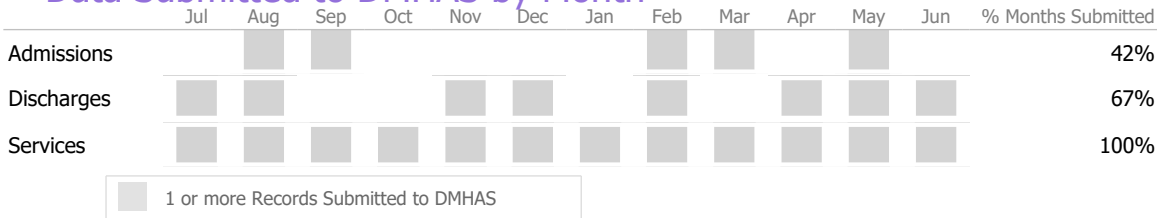
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		55	95%	60%	72%	35% ▲
✓ Stable Living Situation		58	100%	80%	82%	20% ▲
● Employed		3	5%	20%	12%	-15% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	71%	10%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 26 Active Standard Case Management Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	84	4%
Admits	19	15	27% ▲
Discharges	13	17	-24% ▼
Service Hours	2,318	2,106	10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	59%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	92%	50%	64%	42% ▲

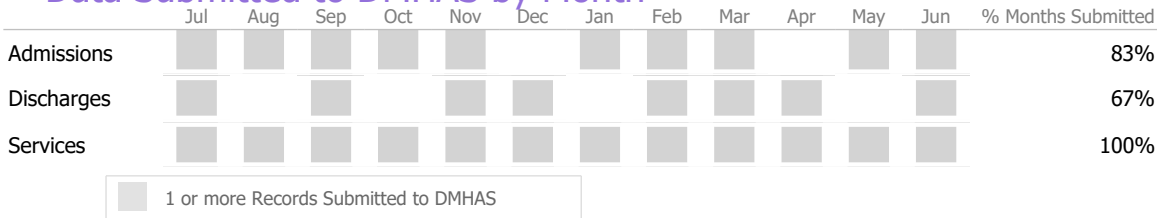
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		85	97%	60%	72%	37% ▲
✓ Stable Living Situation		87	99%	80%	82%	19% ▲
● Employed		5	6%	20%	12%	-14% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		74	99%	90%	71%	9%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 26 Active Standard Case Management Programs