

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	128	127	1%
	Admits	4	9	-56% ▼
	Discharges	7	6	17% ▲
	Service Hours	1,096	920	19% ▲

▲ > 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	128	100.0%

### Consumer Satisfaction Survey

(Based on 102 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Access		92%	80%	88%
✓ Overall		90%	80%	91%
✓ General Satisfaction		88%	80%	92%
✓ Outcome		88%	80%	83%
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		87%	80%	93%
✓ Recovery		82%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	5	4%	9%
26-34	23	18%	20%
35-44	26	20%	23%
45-54	22	17%	19%
55-64	37	29%	20%
65+	15	12%	9%

Gender	#	%	State Avg
Male	71	55%	58%
Female	57	45%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	116	91% ▲	69%
Hispanic-Other	8	6%	8%
Hisp-Puerto Rican	3	2%	12%
Unknown	1	1%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	93	73%	63%
Black/African American	25	20%	17%
Other	7	5%	13%
Asian	2	2%	1%
Unknown	1	1%	5%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

■ Unique Clients    |    State Avg    ▲ > 10% Over State Avg    ▼ > 10% Under State Avg

# 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 2021 - September 2021 (Data as of Feb 01, 2022)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	54	-4%
Admits	3	5	-40% ▼
Discharges	4	2	100% ▲
Service Hours	360	404	-11% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	55%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	55%	25% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		49	94%	60%	66%	34% ▲
✓ Stable Living Situation		52	100%	80%	69%	20% ▲
● Employed		2	4%	20%	13%	-16% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	100%	90%	76%	10%

## Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 29 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	76	73	4%
Admits	1	4	-75% ▼
Discharges	3	4	-25% ▼
Service Hours	736	516	43% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	55%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	55%	-17% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		73	96%	60%	66%	36% ▲
Stable Living Situation		75	99%	80%	69%	19% ▲
Employed		5	7%	20%	13%	-13% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		74	100%	90%	76%	10%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		█		33%
Discharges	█		█	67%
Services	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 29 Active Standard Case Management Programs