

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	136	139	-2%
	Admits	17	15	13% ▲
	Discharges	15	20	-25% ▼
	Service Hours	4,024	4,301	-6%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	136	100.0%

Consumer Satisfaction Survey

(Based on 98 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ Access		93%	80%	88%
✓ Respect		92%	80%	91%
✓ Overall		91%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Quality and Appropriateness		86%	80%	93%
✓ Outcome		86%	80%	83%
● Recovery		72%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	9	7%	10%
26-34	21	15%	21%
35-44	30	22%	24%
45-54	22	16%	18%
55-64	38	28%	18%
65+	16	12%	9%

Gender	#	%	State Avg
Male	76	56%	59%
Female	60	44%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	123	90%	▲ 67%
Hispanic-Other	9	7%	9%
Hisp-Puerto Rican	3	2%	10%
Unknown	1	1%	▼ 13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	94	69%	60%
Black/African American	33	24%	18%
Other	6	4%	12%
Asian	2	1%	1%
Unknown	1	1%	7%
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 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	54	7%
Admits	10	5	100% ▲
Discharges	8	6	33% ▲
Service Hours	1,395	1,486	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	88%	50%	65%	38% ▲

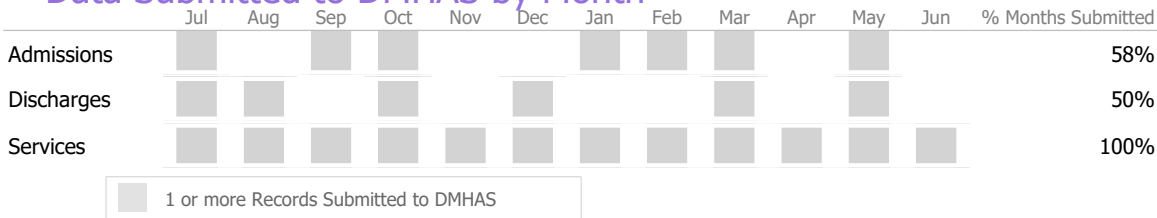
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		54	93%	60%	74%	33% ▲
✓ Stable Living Situation		56	97%	80%	79%	17% ▲
● Employed		1	2%	20%	22%	-18% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		50	100%	90%	89%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 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	78	85	-8%
Admits	7	10	-30% ▼
Discharges	7	14	-50% ▼
Service Hours	2,629	2,815	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic		
6 Month Updates	97%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	57%	50%	65%	7%

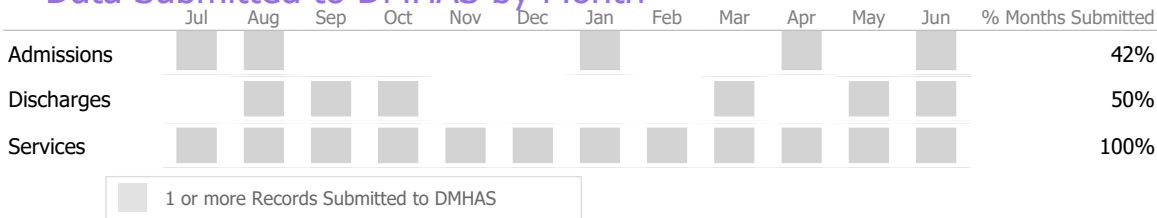
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		75	96%	60%	74%	36% ▲
✓ Stable Living Situation		77	99%	80%	79%	19% ▲
○ Employed		1	1%	20%	22%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		73	100%	90%	89%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 31 Active Standard Case Management Programs

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