

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	127	125	2%
	Admits	6	6	0%
	Discharges	5	5	0%
	Service Hours	1,048	1,078	-3%

▲ > 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	127	100.0%

### Consumer Satisfaction Survey

(Based on 95 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		91%	80%	91%
✓ Access		90%	80%	88%
✓ Participation in Treatment		89%	80%	92%
✓ Outcome		88%	80%	83%
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		87%	80%	93%
✓ Recovery		83%	80%	79%
✓ General Satisfaction		82%	80%	92%

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

### Client Demographics

Age	#	%	State Avg
18-25	8	6%	8%
26-34	20	16%	18%
35-44	26	20%	24%
45-54	27	21%	19%
55-64	26	20%	20%
65+	20	16%	11%

Gender	#	%	State Avg
Male	68	54%	58%
Female	59	46%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	111	87% ▲	66%
Hispanic-Other	10	8%	10%
Hisp-Puerto Rican	3	2%	11%
Unknown	3	2% ▼	13%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	86	68%	60%
Black/African American	30	24%	17%
Other	7	6%	12%
Asian	2	2%	1%
Unknown	2	2%	8%
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 2023 - September 2023 (Data as of Dec 26, 2023)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	50	6%
Admits	3	2	50% ▲
Discharges	4	3	33% ▲
Service Hours	333	387	-14% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	67%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	69%	25% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		49	92%	60%	74%	32% ▲
✓ Stable Living Situation		51	96%	80%	82%	16% ▲
● Employed		1	2%	20%	17%	-18% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	78%	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

\* State Avg based on 24 Active Standard Case Management Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	75	-1%
Admits	3	4	-25% ▼
Discharges	1	2	-50% ▼
Service Hours	715	690	4%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	67%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	50%	69%	50% ▲

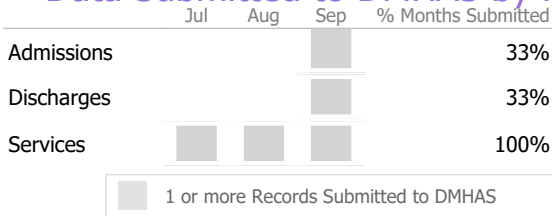
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		71	96%	60%	74%	36% ▲
✓ Stable Living Situation		72	97%	80%	82%	17% ▲
● Employed		3	4%	20%	17%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		73	100%	90%	78%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 24 Active Standard Case Management Programs

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