

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	137	131	5%
	Admits	17	12	42% ▲
	Discharges	15	10	50% ▲
	Service Hours	3,290	3,004	10%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	137	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	9	7%	9%
26-34	23	17%	20%
35-44	27	20%	25%
45-54	28	20%	18%
55-64	27	20%	19%
65+	23	17%	10%

Gender	#	%	State Avg
Male	75	55%	59%
Female	62	45%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	120	88% ▲	64%
Hispanic-Other	10	7%	10%
Unknown	4	3% ▼	14%
Hisp-Puerto Rican	3	2%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	93	68%	59%
Black/African American	32	23%	17%
Other	7	5%	12%
Asian	3	2%	1%
Unknown	2	1%	9%
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 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	57	55	4%
Admits	7	7	0%
Discharges	7	6	17% ▲
Service Hours	1,047	1,061	-1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	93%	75%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	71%	50%	62%	21% ▲

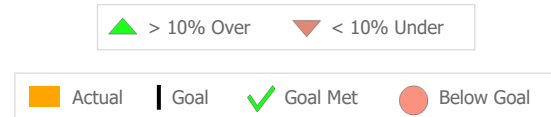
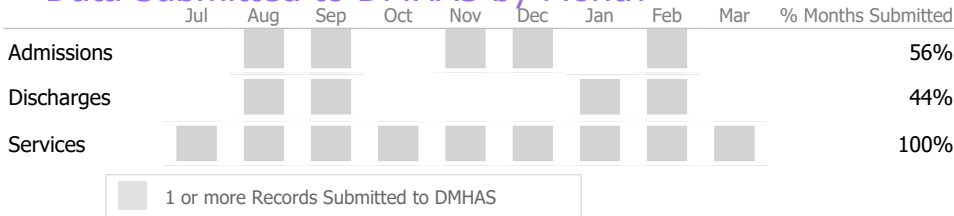
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		55	96%	60%	74%	36% ▲
✓ Stable Living Situation		55	96%	80%	82%	16% ▲
● Employed		2	4%	20%	17%	-16% ▼

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



* State Avg based on 25 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	80	76	5%
Admits	10	5	100% ▲
Discharges	8	4	100% ▲
Service Hours	2,243	1,943	15% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	75%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	88%	50%	62%	38% ▲

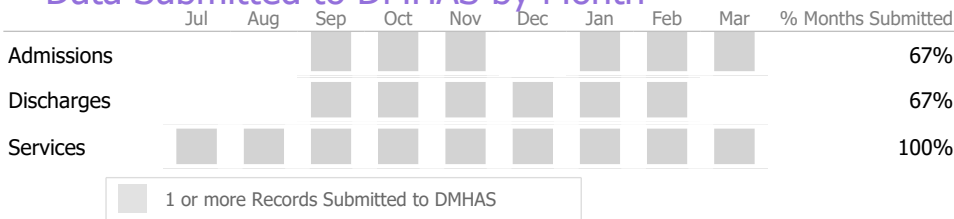
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		75	93%	60%	74%	33% ▲
✓ Stable Living Situation		77	95%	80%	82%	15% ▲
● Employed		1	1%	20%	17%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		72	99%	90%	89%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

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