**Guardian Ad Litem**
Naugatuck, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - December 2019   (Data as of Apr 06, 2020)
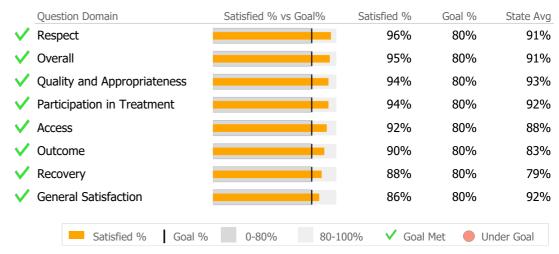
## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|---|
| | Unique Clients | 128 | 124 | 3% |
| | Admits | 9 | 10 | -10% |
| | Discharges | 10 | 8 | 25% ▲ |
| | Service Hours | 1,667 | 1,678 | -1% |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Mental Health** | | | | |
| | Case Management | | 128 | 100.0% |

## Consumer Satisfaction Survey   (Based on 93 FY19 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✓ | Respect | | 96% | 80% | 91% |
| ✓ | Overall | | 95% | 80% | 91% |
| ✓ | Quality and Appropriateness | | 94% | 80% | 93% |
| ✓ | Participation in Treatment | | 94% | 80% | 92% |
| ✓ | Access | | 92% | 80% | 88% |
| ✓ | Outcome | | 90% | 80% | 83% |
| ✓ | Recovery | | 88% | 80% | 79% |
| ✓ | General Satisfaction | | 86% | 80% | 92% |

| ▬ Satisfied % | | Goal % | ▬ 0-80% | ▬ 80-100% | ✓ Goal Met | ⬤ Under Goal |
|---|---|---|---|---|---|---|

## Client Demographics

### Age

| | | # | % | State Avg |
|---|---|---|---|---|
| 18-25 | | 3 | 2% | 10% |
| 26-34 | | 24 | 19% | 23% |
| 35-44 | | 23 | 18% | 22% |
| 45-54 | | 21 | 16% | 20% |
| 55-64 | | 41 | 32% ▲ | 19% |
| 65+ | | 16 | 13% | 7% |

### Gender

| | | # | % | State Avg |
|---|---|---|---|---|
| Male | | 68 | 53% | 60% |
| Female | | 60 | 47% | 40% |
| Transgender | | | | 0% |

### Ethnicity

| | | # | % | State Avg |
|---|---|---|---|---|
| Non-Hispanic | | 118 | 92% ▲ | 70% |
| Hispanic-Other | | 5 | 4% | 8% |
| Hisp-Puerto Rican | | 5 | 4% | 12% |
| Hispanic-Cuban | | | | 0% |
| Hispanic-Mexican | | | | 1% |
| Unknown | | | | 9% |

### Race

| | | # | % | State Avg |
|---|---|---|---|---|
| White/Caucasian | | 89 | 70% | 63% |
| Black/African American | | 29 | 23% | 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
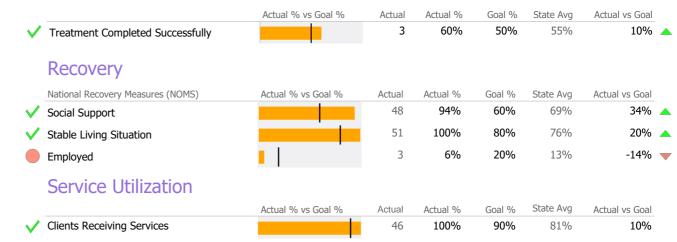Reporting Period: July 2019 - December 2019  (Data as of Apr 06, 2020)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 51 | 50 | 2% | |
| Admits | 3 | 3 | 0% | |
| Discharges | 5 | 1 | 400% | ▲ |
| Service Hours | 623 | 709 | -12% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 100% | 93% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 100% | 65% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | | ▉ | | ▉ | | | 33% |
| Discharges | ▉ | ▉ | | ▉ | | | 50% |
| Services | ▉ | ▉ | ▉ | ▉ | ▉ | ▉ | 100% |

| 1 or more Records Submitted to DMHAS |
|---|

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Treatment Completed Successfully | | 3 | 60% | 50% | 55% | 10% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 48 | 94% | 60% | 69% | 34% | ▲ |
| ✓ | Stable Living Situation | | 51 | 100% | 80% | 76% | 20% | ▲ |
| ● | Employed | | 3 | 6% | 20% | 13% | -14% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 46 | 100% | 90% | 81% | 10% | |

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| Actual | Goal | ✓ Goal Met | ● Below Goal |
|---|---|---|---|

* State Avg based on 24 Active Standard Case Management Programs

**Melissa's Project Region 5 - 524300**
Guardian Ad Litem
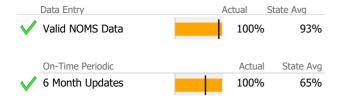Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
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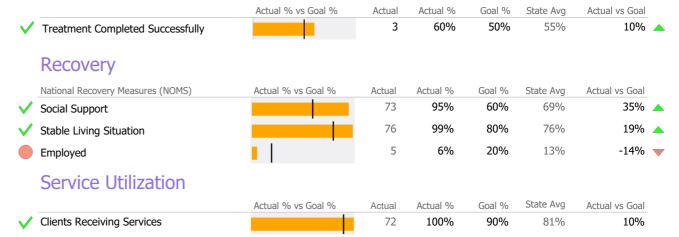Reporting Period: July 2019 - December 2019  (Data as of Apr 06, 2020)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 77 | 76 | 1% | |
| Admits | 6 | 7 | -14% | ▼ |
| Discharges | 5 | 7 | -29% | ▼ |
| Service Hours | 1,045 | 969 | 8% | |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Treatment Completed Successfully | | 3 | 60% | 50% | 55% | 10% | ▲ |

## Recovery

| | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Social Support | | 73 | 95% | 60% | 69% | 35% | ▲ |
| ✓ | Stable Living Situation | | 76 | 99% | 80% | 76% | 19% | ▲ |
| ● | Employed | | 5 | 6% | 20% | 13% | -14% | ▼ |

## Data Submission Quality

| | Data Entry | | Actual | State Avg |
|---|---|---|---|---|
| ✓ | Valid NOMS Data | | 100% | 93% |

| | On-Time Periodic | | Actual | State Avg |
|---|---|---|---|---|
| ✓ | 6 Month Updates | | 100% | 65% |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✓ | Clients Receiving Services | | 72 | 100% | 90% | 81% | 10% | |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | ■ | | ■ | | | ■ | 50% |
| Discharges | ■ | ■ | | ■ | ■ | ■ | 83% |
| Services | ■ | ■ | ■ | ■ | ■ | ■ | 100% |

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs