

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	131	127	3%
	Admits	11	8	38% ▲
	Discharges	9	8	13% ▲
	Service Hours	2,177	2,028	7%

▲ > 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	131	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	21	16%	19%
35-44	26	20%	24%
45-54	28	21%	18%
55-64	27	21%	19%
65+	21	16%	10%

Gender	#	%	State Avg
Male	71	54%	59%
Female	60	46%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	114	87% ▲	65%
Hispanic-Other	10	8%	10%
Unknown	4	3% ▼	14%
Hisp-Puerto Rican	3	2%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	89	68%	60%
Black/African American	30	23%	17%
Other	7	5%	12%
Asian	3	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 - December 2023 (Data as of Mar 26, 2024)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	55	52	6%
Admits	5	4	25% ▲
Discharges	4	5	-20% ▼
Service Hours	699	754	-7%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic		
6 Month Updates	63%	66%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	75%	50%	62%	25% ▲

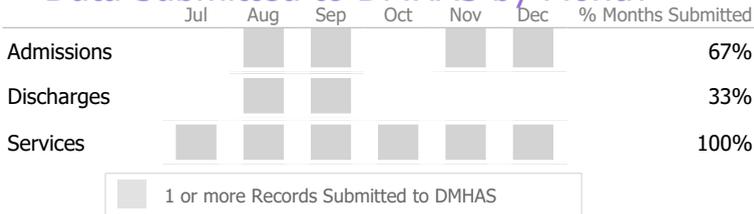
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		51	93%	60%	72%	33% ▲
✓ Stable Living Situation		53	96%	80%	82%	16% ▲
● Employed		1	2%	20%	18%	-18% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		51	100%	90%	84%	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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	75	1%
Admits	6	4	50% ▲
Discharges	5	3	67% ▲
Service Hours	1,478	1,275	16% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	93%
On-Time Periodic		
6 Month Updates	66%	66%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	80%	50%	62%	30% ▲

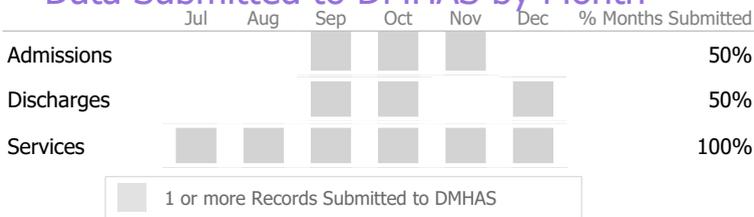
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		73	95%	60%	72%	35% ▲
✓ Stable Living Situation		74	96%	80%	82%	16% ▲
● Employed		3	4%	20%	18%	-16% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		73	100%	90%	84%	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

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