

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	24	5	380%
	Admits	6	5	20% ▲
	Discharges	22		
	Service Hours	7	8	-13% ▼

Consumer Satisfaction Survey

(Based on 2 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Case Management	24	100.0%

Client Demographics

Age	#	%	State Avg
18-25	3	13%	9%
26-34	9	38% ▲	21%
35-44	7	29%	22%
45-54	2	8% ▼	19%
55-64	2	8% ▼	20%
65+	1	4%	8%

Gender	#	%	State Avg
Male	15	63%	58%
Female	9	38%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	22	92% ▲	70%
Hispanic-Other	1	4%	8%
Hisp-Puerto Rican	1	4%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	23	96% ▲	62%
Other	1	4%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Black/African American			17% ▼
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

SOR-HCWH-Greenwood

Greenwood Counseling Referrals Inc.

Addiction - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

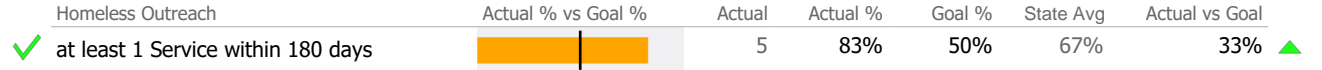
Program Quality Dashboard

Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

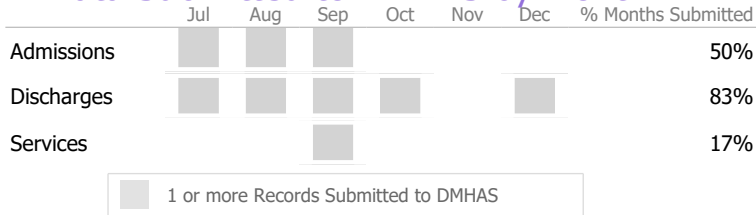
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	5	380% ▲
Admits	6	5	20% ▲
Discharges	22	-	
Service Hours	7	8	-13% ▼

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 23 Active Outreach & Engagement Programs

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