

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	269	324	-17%	▼
	Admits	25	76	-67%	▼
	Discharges	35	74	-53%	▼
	Service Hours	3,402	3,012	13%	▲
	S.Rehab/PHP/IOP	915	5,839	-84%	▼

Consumer Satisfaction Survey

(Based on 65 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		98%	80%	92%
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Access		95%	80%	88%
✓ Participation in Treatment		90%	80%	92%



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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	194	64.9%
	Employment Services	105	35.1%

Client Demographics

Age	#	%	State Avg
18-25	20	8%	10%
26-34	45	17%	22%
35-44	39	15%	23%
45-54	52	20%	19%
55-64	79	30% ▲	19%
65+	31	12%	8%

Gender	#	%	State Avg
Female	156	58% ▲	42%
Male	112	42% ▼	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	250	93% ▲	69%
Unknown	11	4%	11%
Hisp-Puerto Rican	5	2%	12%
Hispanic-Other	3	1%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	240	89% ▲	62%
Black/African American	16	6% ▼	17%
Other	6	2% ▼	13%
Unknown	3	1%	6%
Asian	2	1%	1%
Multiple Races	2	1%	1%
Am. Indian/Native Alaskan			0%
Hawaiian/Other Pacific Islander			0%



810 Main St. Soc Re 504-281

Prime Time House Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

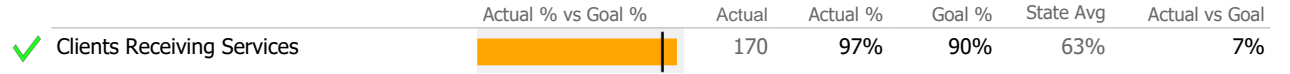
Program Quality Dashboard

Reporting Period: July 2020 - March 2021 (Data as of Jun 28, 2021)

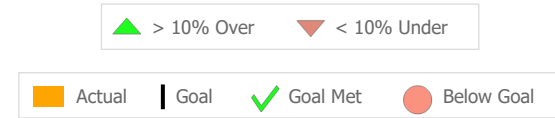
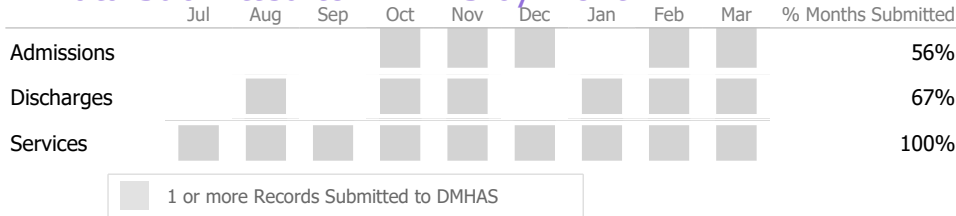
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	194	216	-10% ▼
Admits	10	22	-55% ▼
Discharges	19	31	-39% ▼
Service Hours	2,826	2,128	33% ▲
Social Rehab/PHP/IOP Days	915	5,839	-84% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 34 Active Social Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	142	-26% ▼
Admits	15	54	-72% ▼
Discharges	16	43	-63% ▼
Service Hours	576	884	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		43	41%	35%	42%	6%

Service Utilization

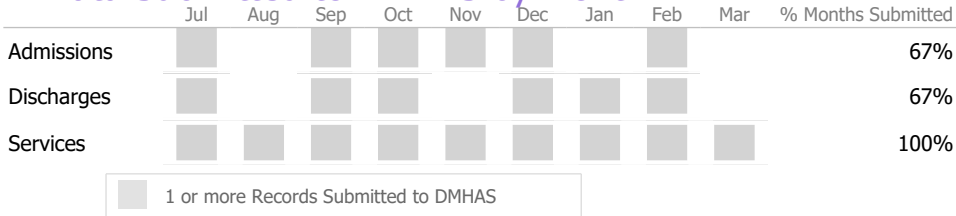
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		79	89%	90%	97%	-1%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
● 6 Month Updates		91%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Employment Services Programs