

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	42	30	40%	▲
	Admits	24	30	-20%	▼
	Discharges	24	12	100%	▲
	Service Hours	16	35	-54%	▼

### 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	#	%
<b>Addiction</b>	Case Management	42	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	9	21%	▲ 10%
26-34	12	29%	22%
35-44	10	24%	23%
45-54	6	14%	19%
55-64	4	10%	18%
65+	1	2%	7%

Gender	#	%	State Avg
Male	28	67%	59%
Female	14	33%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	39	93%	▲ 68%
Hispanic-Mexican	1	2%	0%
Hispanic-Other	1	2%	8%
Hisp-Puerto Rican	1	2%	11%
Hispanic-Cuban			0%
Unknown			▼ 12%

Race	#	%	State Avg
White/Caucasian	38	90%	▲ 61%
Other	2	5%	13%
Black/African American	1	2%	▼ 17%
Hawaiian/Other Pacific Islander	1	2%	0%
Am. Indian/Native Alaskan			0%
Asian			1%
Multiple Races			1%
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 - June 2021 (Data as of Sep 20, 2021)

**Program Activity**

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Unique Clients	42	30	40% ▲
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**Service Engagement**

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		21	88%	50%	76%	38% ▲

**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.