

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	281	326	-14% ▼
	Admits	37	81	-54% ▼
	Discharges	56	92	-39% ▼
	Service Hours	4,449	4,763	-7%
	S.Rehab/PHP/IOP	1,999	5,839	-66% ▼

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	200	64.3%
	Employment Services	111	35.7%

Client Demographics

Age	#	%	State Avg
18-25	24	9%	10%
26-34	49	18%	22%
35-44	39	14%	23%
45-54	54	19%	19%
55-64	80	29% ▲	18%
65+	32	12%	7%

Gender	#	%	State Avg
Female	161	58% ▲	41%
Male	119	43% ▼	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	262	93% ▲	68%
Unknown	11	4%	12%
Hisp-Puerto Rican	5	2%	11%
Hispanic-Other	3	1%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	250	89% ▲	61%
Black/African American	17	6% ▼	17%
Other	7	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%

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

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

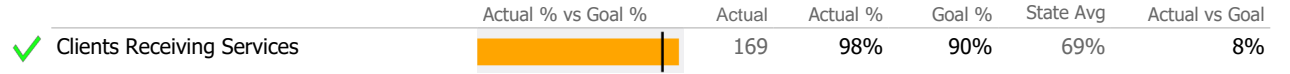
Program Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

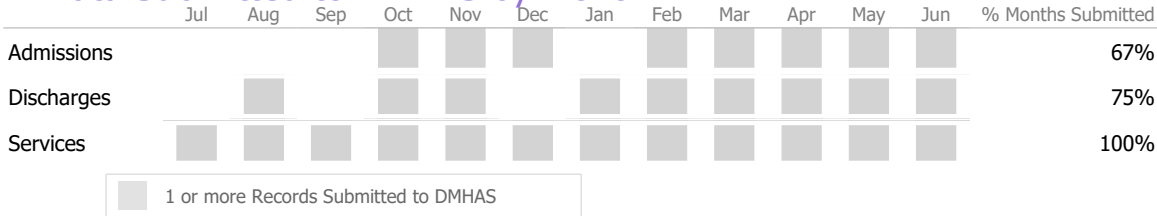
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	200	217	-8%
Admits	16	24	-33% ▼
Discharges	29	34	-15% ▼
Service Hours	3,577	3,713	-4%
Social Rehab/PHP/IOP Days	1,999	5,839	-66% ▼

Service Utilization



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	144	-23% ▼
Admits	21	57	-63% ▼
Discharges	27	58	-53% ▼
Service Hours	873	1,050	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		46	41%	35%	43%	6%

Service Utilization

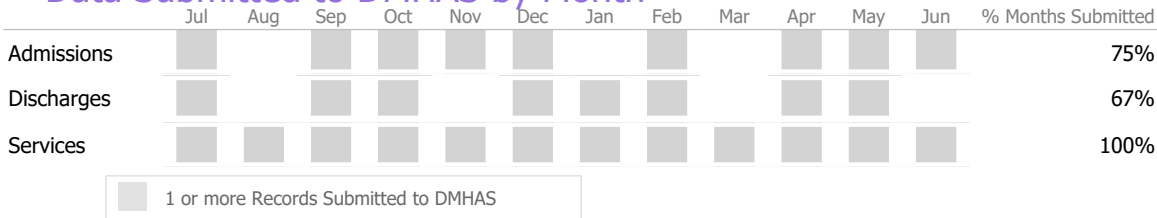
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		79	94%	90%	98%	4%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		93%

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