

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	258	167	54%	▲
	Admits	260	145	79%	▲
	Discharges	247	150	65%	▲
	Service Hours	1,459	693	110%	▲

▲ > 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	258	100.0%

### Consumer Satisfaction Survey

(Based on 3 FY21 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%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
● Recovery		67%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	36	14%	10%
26-34	46	18%	22%
35-44	41	16%	23%
45-54	54	21%	18%
55-64	50	19%	18%
65+	30	12%	8%

Gender	#	%	State Avg
Female	149	63%	▲ 41%
Male	86	37%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	148	57%	▼ 68%
Unknown	101	39%	▲ 12%
Hisp-Puerto Rican	6	2%	11%
Hispanic-Other	3	1%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	144	56%	61%
Unknown	91	35%	▲ 6%
Black/African American	15	6%	▼ 17%
Other	4	2%	▼ 13%
Asian	2	1%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			0%

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

# Case Management Program

Middlesex Hospital Mental Health Clinic

Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	258	167	54% ▲
Admits	260	145	79% ▲
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## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	67%	69%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		191	77%	50%	63%	27% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		249	83%	60%	74%	23% ▲
✓ Employed		82	27%	20%	20%	7%
✓ Stable Living Situation		255	85%	80%	78%	5%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		52	98%	90%	90%	8%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	█	█	█	100%
Services	█	█	█	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 31 Active Standard Case Management Programs

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