

Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	28	32	-13%	▼
	Admits	1	3	-67%	▼
	Discharges	3	6	-50%	▼
	Service Hours	295	257	15%	▲

▲ > 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	28	100.0%

### Consumer Satisfaction Survey

(Based on 8 FY22 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		86%	80%	88%
✓ Outcome		80%	80%	83%
✓ Recovery		80%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	1	4%	10%
26-34	3	11%	21%
35-44	3	11%	▼ 23%
45-54	7	25%	19%
55-64	8	29%	20%
65+	6	21%	▲ 8%

Gender	#	%	State Avg
Male	16	57%	58%
Female	12	43%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	24	86%	▲ 69%
Hisp-Puerto Rican	2	7%	11%
Hispanic-Other	1	4%	8%
Unknown	1	4%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	18	64%	62%
Black/African American	7	25%	17%
Other	2	7%	12%
Asian	1	4%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

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

# Case Management 302294

Community Health Center Inc.

Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

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## Program Activity

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## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	48%	68%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	53%	17% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		25	89%	80%	77%	9%
✓ Social Support		19	68%	60%	72%	8%
● Employed		5	18%	20%	20%	-2%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	75%	10%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on Active Standard Case Management Programs

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