

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	240	268	-10%
	Admits	14	50	-72% ▼
	Discharges	123	42	193% ▲
	Service Hours	1,324	2,423	-45% ▼
	S.Rehab/PHP/IOP	4,769	5,720	-17% ▼

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

### Consumer Satisfaction Survey

(Based on 61 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Respect		96%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Access		93%	80%	88%
✓ Outcome		88%	80%	83%
✓ Recovery		83%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	181	66.5%
	Employment Services	91	33.5%

### Client Demographics

Age	#	%	State Avg
18-25	15	6%	10%
26-34	40	17%	20%
35-44	36	15%	24%
45-54	38	16%	18%
55-64	85	35% ▲	19%
65+	26	11%	9%

Gender	#	%	State Avg
Female	130	54% ▲	41%
Male	109	46% ▼	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	224	93% ▲	68%
Unknown	9	4%	12%
Hispanic-Other	4	2%	9%
Hisp-Puerto Rican	3	1%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	207	86% ▲	61%
Black/African American	16	7%	17%
Unknown	7	3%	7%
Other	6	3% ▼	13%
Asian	3	1%	1%
Multiple Races	1	0%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

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

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

## Social Rehab- Torrington

Prime Time House Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

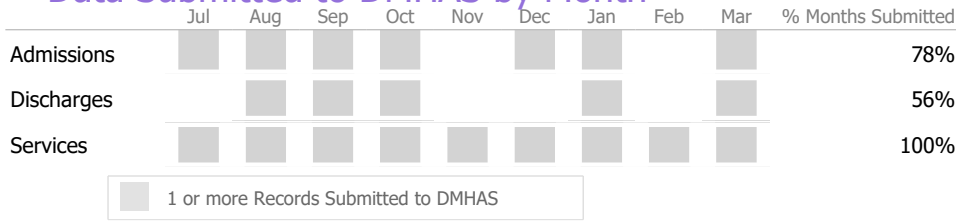
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	181	192	-6%
Admits	13	18	-28% ▼
Discharges	32	14	129% ▲
Service Hours	1,180	1,480	-20% ▼
Social Rehab/PHP/IOP Days	4,769	5,720	-17% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		150	99%	90%	77%	9%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 33 Active Social Rehabilitation Programs

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