

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	201	258	-22% ▼
	Admits	153	260	-41% ▼
	Discharges	165	243	-32% ▼
	Service Hours	1,062	1,459	-27% ▼

### Consumer Satisfaction Survey

(Based on 4 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
● Participation in Treatment		67%	80%	92%



### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Case Management	201	100.0%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	19	9%	10%	Female	128	66%	41% ▲
26-34	37	18%	21%	Male	67	34%	59% ▼
35-44	37	18%	24%	Transgender			0%
45-54	33	16%	18%				
55-64	45	22%	18%				
65+	30	15%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	120	60%	67%	White/Caucasian	120	60%	60%
Unknown	67	33%	13% ▲	Unknown	58	29%	7% ▲
Hispanic-Other	6	3%	9%	Black/African American	13	6%	18% ▼
Hisp-Puerto Rican	6	3%	10%	Other	8	4%	12%
Hispanic-Cuban	1	0%	0%	Am. Indian/Native Alaskan	1	0%	1%
Hispanic-Mexican	1	0%	1%	Hawaiian/Other Pacific Islander	1	0%	0%
				Asian			1%
				Multiple Races			1%



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

# 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 2022 - June 2023 (Data as of Sep 25, 2023)

## Program Activity

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## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	63%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		108	65%	50%	65%	15% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		168	80%	60%	74%	20% ▲
✓ Employed		60	29%	20%	22%	9%
✓ Stable Living Situation		169	81%	80%	79%	1%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		43	98%	90%	89%	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

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