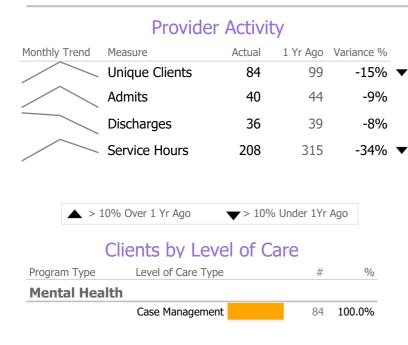
#### **Middlesex Hospital Mental Health Clinic** Middletown, CT

Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)



## Consumer Satisfaction Survey (Based on 4 FY23 Surveys)



### Client Demographics

| Age   | #  | %   | State Avg    | Gender                          | #  | %        | State Avg    |
|---|----|-----|--------------|---------------------------------|----|----------|--------------|
| 18-25   | 6  | 7%  | 8%           | Female                          | 48 | 61%      | <b>▲</b> 42% |
| 26-34   | 18 | 21% | 18%          | Male 🗾 📔                        | 31 | 39%      | ▼ 58%        |
| 35-44   | 16 | 19% | 24%          | Transgender                     |    |          | 0%           |
| 45-54   | 17 | 20% | 19%          |                                 |    |          |              |
| 55-64   | 17 | 20% | 20%          |                                 |    |          |              |
| 65+   | 10 | 12% | 11%          | Race                            | #  | %        | State Avg    |
|   |    |     |              | White/Caucasian                 | 46 | 55%      | 60%          |
| Ethnicity   | #  | %   | State Avg    | Unknown 📙                       | 26 | 31%      | <b>▲</b> 8%  |
| Non-Hispanic  | 48 | 57% | 66%          | Black/African American          | 7  | 8%       | 17%          |
| Unknown   | 31 | 37% | <b>▲</b> 13% | Other                           | 3  | 4%       | 12%          |
| Hispanic-Other  | 3  | 4%  | 10%          | Am. Indian/Native Alaskan       | 1  | 1%       | 1%           |
| Hispanic-Mexican  | 1  | 1%  | 1%           | Multiple Races                  | 1  | 1%       | 1%           |
|   |    |     |              | Asian                           |    |          | 1%           |
| Hisp-Puerto Rican   | 1  | 1%  | 11%          | Hawaiian/Other Pacific Islander |    |          | 0%           |
| Hispanic-Cuban  |    |     | 0%           |                                 |    |          |              |
| Unique Clients State Avg $\bigstar$ > 10% Over State Avg $\checkmark$ > 10% Under State Avg |    |     |              |                                 |    | tate Avg |              |

#### **Case Management Program**

Middlesex Hospital Mental Health Clinic Mental Health - Case Management - Standard Case Management

# **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |  |
|----------------|--------|----------|------------|--|
| Unique Clients | 84     | 99       | -15% 🔻     |  |
| Admits         | 40     | 44       | -9%        |  |
| Discharges     | 36     | 39       | -8%        |  |
| Service Hours  | 208    | 315      | -34% 🔻     |  |

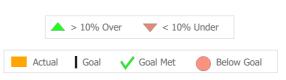
## Data Submission Quality

| Data Entry        | Actual | State Avg |
|-------------------|--------|-----------|
| Valid NOMS Data   | 91%    | 92%       |
|                   |        |           |
| On-Time Periodic  | Actual | State Avg |
| V 6 Month Updates | 86%    | 67%       |

### Discharge Outcomes

|              |                                   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
|--------------|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|--|
| $\checkmark$ | Treatment Completed Successfully  |                    | 30     | 83%      | 50%    | 69%       | 33%            |  |
|              |                                   |                    |        |          |        |           |                |  |
|              | Recovery                          |                    |        |          |        |           |                |  |
|              | National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
| $\checkmark$ | Social Support                    |                    | 64     | 75%      | 60%    | 74%       | 15%            |  |
| $\checkmark$ | Employed                          |                    | 27     | 32%      | 20%    | 17%       | 12%            |  |
| $\checkmark$ | Stable Living Situation           | · ·                | 74     | 87%      | 80%    | 82%       | 7%             |  |
|              | Service Utilization               |                    |        |          |        |           |                |  |
|              |                                   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |  |
| $\checkmark$ | Clients Receiving Services        |                    | 49     | 100%     | 90%    | 78%       | 10%            |  |

| Data       | Submitted to                         | p DMHAS by Month<br>% Months Submitted |  |  |
|------------|--------------------------------------|--|--|--|
| Admissions |                                      | 100%                                   |  |  |
| Discharges |                                      | 100%                                   |  |  |
| Services   |                                      | 100%                                   |  |  |
|            | 1 or more Records Submitted to DMHAS |  |  |  |



\* State Avg based on 24 Active Standard Case Management Programs