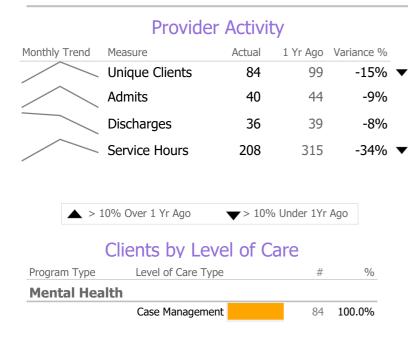
Middlesex Hospital Mental Health Clinic Middletown, CT

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% | ▲ 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% | ▲ 8% |
| Non-Hispanic | 48 | 57% | 66% | Black/African American | 7 | 8% | 17% |
| Unknown | 31 | 37% | ▲ 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% 🔻 | |

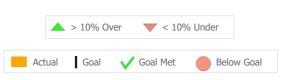
Data Submission Quality

| 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 % 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