

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	157	233	-33%	▼
	Admits	5	6	-17%	▼
	Discharges	2	99	-98%	▼
	Service Hours	416	610	-32%	▼
	S.Rehab/PHP/IOP	1,349	2,207	-39%	▼

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

Consumer Satisfaction Survey

(Based on 36 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ Access		92%	80%	88%
✓ Participation in Treatment		91%	80%	92%
✓ Recovery		86%	80%	79%
✓ Outcome		82%	80%	83%

■ 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	157	100.0%

Client Demographics

Age	#	%	State Avg
18-25	12	8%	8%
26-34	18	12%	18%
35-44	22	14%	24%
45-54	26	17%	19%
55-64	55	35%	20%
65+	23	15%	11%

Gender	#	%	State Avg
Female	90	58%	42%
Male	65	42%	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	136	87%	66%
Unknown	16	10%	13%
Hisp-Puerto Rican	3	2%	11%
Hispanic-Other	2	1%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	126	80%	60%
Black/African American	14	9%	17%
Unknown	10	6%	8%
Other	4	3%	12%
Asian	3	2%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	157	174	-10%
Admits	5	5	0%
Discharges	2	8	-75% ▼
Service Hours	416	467	-11% ▼
Social Rehab/PHP/IOP Days	1,349	2,207	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		141	91%	90%	67%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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