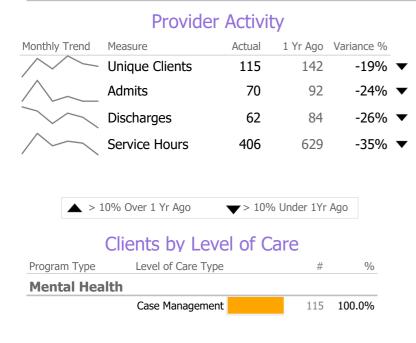
Middlesex Hospital Mental Health Clinic Middletown, CT

Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)



Consumer Satisfaction Survey (Based on 4 FY23 Surveys)



Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	9	8%	8%	Female	68	63%	▲ 41%
26-34	22	19%	19%	Male 📒 📔	40	37%	▼ 59%
35-44 📒	19	17%	24%	Transgender			0%
45-54	26	23%	18%				
55-64 📕	26	23%	19%				
65+	13	11%	10%	Race	#	%	State Avg
				White/Caucasian	64	56%	60%
Ethnicity	#	%	State Avg	Unknown 📙	37	32%	▲ 8%
Non-Hispanic	66	57%	65%	Black/African American	9	8%	17%
Unknown	44	38%	▲ 14%	Other	3	3%	12%
Hispanic-Other	3	3%	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%	10%	Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban			0%				
Unique Clients State Avg ▲ > 10% Over State Avg ▼ > 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	115	142	-19% 🔻
Admits	70	92	-24% 🔻
Discharges	62	84	-26% 🔻
Service Hours	406	629	-35% 🔻

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	93%
On-Time Periodic	Actual	State Avg
V 6 Month Updates	100%	66%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Treatment Completed Successfully		50	81%	50%	62%	31% 🔺
	Recovery						
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Employed		42	36%	20%	18%	16% 🔺
\checkmark	Social Support		81	69%	60%	72%	9%
\checkmark	Stable Living Situation		104	88%	80%	82%	8%
	Service Utilization						
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
\checkmark	Clients Receiving Services		56	100%	90%	84%	10%



	. > 10% Ov	ver 🔻 < 100	% Under
Actual	Goal	🗸 Goal Met	Below Goal

* State Avg based on 24 Active Standard Case Management Programs