

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	160	236	-32%	▼
	Admits	7	8	-13%	▼
	Discharges	7	117	-94%	▼
	Service Hours	879	981	-10%	
	S.Rehab/PHP/IOP	2,756	3,624	-24%	▼

▲ > 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	160	100.0%

Client Demographics

Age	#	%	State Avg
18-25	12	8%	8%
26-34	20	13%	19%
35-44	22	14%	24%
45-54	26	16%	18%
55-64	56	35%	19%
65+	23	14%	10%

Gender	#	%	State Avg
Female	90	57%	▲ 41%
Male	68	43%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	137	86%	▲ 65%
Unknown	17	11%	14%
Hisp-Puerto Rican	3	2%	10%
Hispanic-Other	2	1%	10%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	128	80%	▲ 60%
Black/African American	14	9%	17%
Unknown	10	6%	8%
Other	5	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

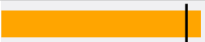
Program Quality Dashboard

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

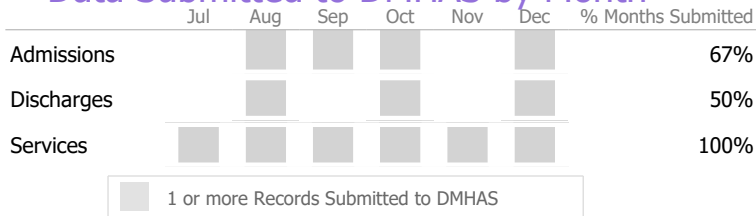
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	160	177	-10%
Admits	7	7	0%
Discharges	7	26	-73% ▼
Service Hours	879	838	5%
Social Rehab/PHP/IOP Days	2,756	3,624	-24% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		149	97%	90%	74%	7%

Data Submitted to DMHAS by Month



▲ > 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.