

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	35	32	9%
	Admits	8	5	60% ▲
	Discharges	8	5	60% ▲
	Service Hours	563	813	-31% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	35	100.0%

Consumer Satisfaction Survey

(Based on 3 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
● Respect		67%	80%	91%
● Access		67%	80%	88%
● Outcome		33%	80%	83%
● Recovery		33%	80%	79%

■ Satisfied % | Goal % ■ 0-80% ■ 80-100% Goal Met ● Under Goal

Client Demographics

Age	#	%	State Avg
18-25	2	6%	9%
26-34	4	11%	20%
35-44	6	17%	25%
45-54	6	17%	18%
55-64	11	31% ▲	19%
65+	6	17%	10%

Gender	#	%	State Avg
Male	19	54%	59%
Female	16	46%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	30	86% ▲	64%
Hispanic-Other	2	6%	10%
Hisp-Puerto Rican	2	6%	10%
Unknown	1	3% ▼	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	23	66%	59%
Black/African American	9	26%	17%
Other	2	6%	12%
Asian	1	3%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			9%

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

Case Management

Community Health Center Inc.

Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	32	9%
Admits	8	5	60% ▲
Discharges	8	5	60% ▲
Service Hours	563	813	-31% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	75%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		5	62%	50%	62%	12% ▲

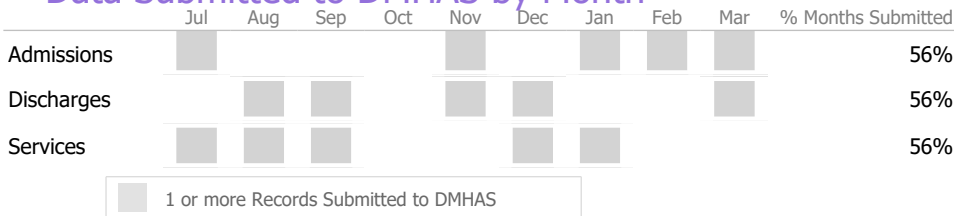
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	71%	60%	74%	11% ▲
✓ Stable Living Situation		32	91%	80%	82%	11% ▲
● Employed		4	11%	20%	17%	-9%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		27	100%	90%	89%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Standard Case Management Programs

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