

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 36     | 33       | 9%         |
|               | Admits         | 9      | 6        | 50% ▲      |
|               | Discharges     | 13     | 6        | 117% ▲     |
|               | Service Hours  | 804    | 1,072    | -25% ▼     |

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

### Clients by Level of Care

| Program Type         | Level of Care Type | #  | %      |
|----------------------|--------------------|----|--------|
| <b>Mental Health</b> | Case Management    | 36 | 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 | 7  | 19%   | 25%       |
| 45-54 | 6  | 17%   | 18%       |
| 55-64 | 11 | 31% ▲ | 18%       |
| 65+   | 6  | 17%   | 9%        |

| Gender      | #  | %   | State Avg |
|-------------|----|-----|-----------|
| Male        | 19 | 53% | 60%       |
| Female      | 17 | 47% | 40%       |
| Transgender |    |     | 0%        |

| Ethnicity         | #  | %     | State Avg |
|-------------------|----|-------|-----------|
| Non-Hispanic      | 31 | 86% ▲ | 64%       |
| Hispanic-Other    | 2  | 6%    | 11%       |
| Hisp-Puerto Rican | 2  | 6%    | 10%       |
| Unknown           | 1  | 3% ▼  | 15%       |
| Hispanic-Cuban    |    |       | 0%        |
| Hispanic-Mexican  |    |       | 1%        |

| Race                            | #  | %   | State Avg |
|---------------------------------|----|-----|-----------|
| White/Caucasian                 | 24 | 67% | 58%       |
| Black/African American          | 9  | 25% | 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 - June 2024 (Data as of Sep 10, 2024)

## Program Activity

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## Data Submission Quality

| Data Entry       | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data  | 100%   | 94%       |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates  | 0%     | 72%       |

## Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully |                    | 10     | 77%      | 50%    | 61%       | 27% ▲          |

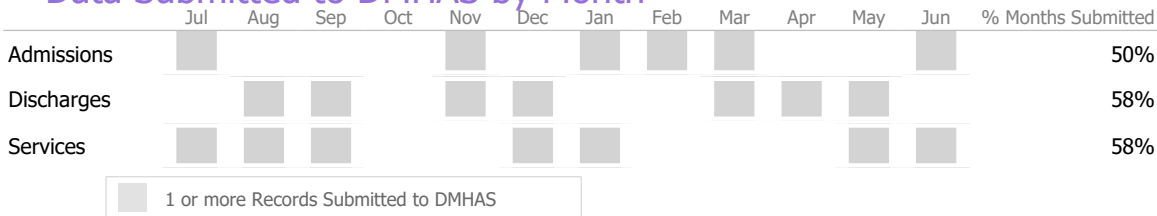
## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support                  |                    | 26     | 72%      | 60%    | 73%       | 12% ▲          |
| ✓ Stable Living Situation         |                    | 32     | 89%      | 80%    | 82%       | 9%             |
| ● Employed                        |                    | 4      | 11%      | 20%    | 17%       | -9%            |

## Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services |                    | 23     | 100%     | 90%    | 91%       | 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.