

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	152	202	-25% ▼
	Admits	108	154	-30% ▼
	Discharges	134	161	-17% ▼
	Service Hours	636	1,061	-40% ▼

Consumer Satisfaction Survey

(Based on 4 FY23 Surveys)

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

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

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	152	100.0%

Client Demographics

Age	#	%	State Avg
18-25	15	10%	9%
26-34	30	20%	20%
35-44	22	14%	25%
45-54	32	21%	18%
55-64	34	22%	18%
65+	19	13%	9%

Gender	#	%	State Avg
Female	86	60%	40%
Male	58	40%	60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	89	59%	64%
Unknown	52	34%	15%
Hisp-Puerto Rican	6	4%	10%
Hispanic-Other	4	3%	11%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	94	62%	58%
Unknown	43	28%	9%
Black/African American	9	6%	17%
Other	4	3%	12%
Am. Indian/Native Alaskan	1	1%	1%
Multiple Races	1	1%	1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

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

Case Management Program

Middlesex Hospital Mental Health Clinic

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)

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Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		90	67%	50%	61%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		54	34%	20%	16%	14% ▲
✓ Social Support		110	70%	60%	72%	10%
✓ Stable Living Situation		142	90%	80%	82%	10%

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	█	█	█	100%
Services	█	█	█	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Standard Case Management Programs

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