

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	173	249	-31% ▼
	Admits	20	22	-9%
	Discharges	15	129	-88% ▼
	Service Hours	1,610	1,739	-7%
	S.Rehab/PHP/IOP	5,116	6,265	-18% ▼

▲ > 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	173	100.0%

Client Demographics

Age	#	%	State Avg
18-25	15	9%	9%
26-34	25	15%	20%
35-44	22	13%	25%
45-54	29	17%	18%
55-64	56	33%	18%
65+	25	15%	9%

Gender	#	%	State Avg
Female	97	57%	40% ▲
Male	74	43%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	148	86%	64% ▲
Unknown	18	10%	15%
Hispanic-Other	3	2%	11%
Hisp-Puerto Rican	3	2%	10%
Hispanic-Cuban	1	1%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	139	80%	58% ▲
Black/African American	15	9%	17%
Unknown	10	6%	9%
Other	6	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

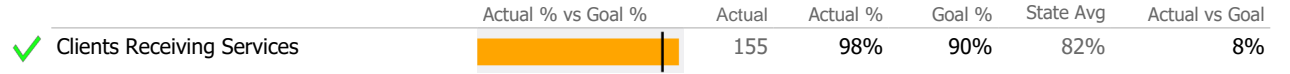
Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

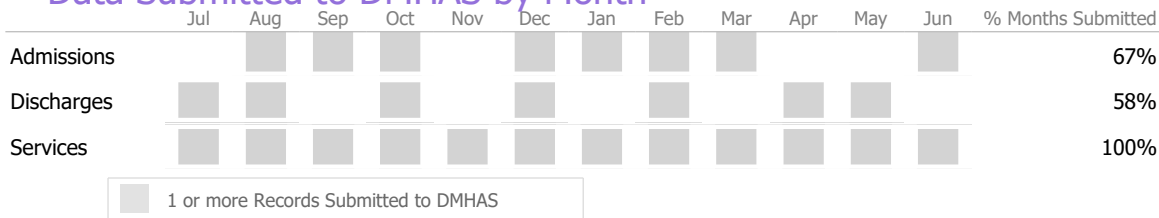
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	173	190	-9%
Admits	20	21	-5%
Discharges	15	38	-61% ▼
Service Hours	1,610	1,596	1%
Social Rehab/PHP/IOP Days	5,116	6,265	-18% ▼

Service Utilization



Data Submitted to DMHAS by Month



* State Avg based on 34 Active Social Rehabilitation Programs

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