Khmer Health Advocates
West Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - March 2025   (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	134	141	-5%	
	Admits	1	4	-75%	▼
	Discharges	25	9	178%	▲
	Service Hours	358	500	-28%	▼

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

Consumer Satisfaction Survey   (Based on 74 FY24 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%
✓	Access		100%	80%	88%
✓	Respect		99%	80%	91%
✓	Outcome		97%	80%	83%

Legend: ▬ 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		135	100.0%

Client Demographics

Age

		#	%	State Avg
18-25				8%
26-34		1	1% ▼	19%
35-44		12	9% ▼	25%
45-54		19	14%	18%
55-64		46	34% ▲	18%
65+		56	42% ▲	11%

Gender

		#	%	State Avg
Female		95	70% ▲	40%
Male		40	30% ▼	59%
Transgender/Other				0%

Ethnicity

		#	%	State Avg
Non-Hispanic		133	99% ▲	64%
Hisp-Puerto Rican		2	1%	10%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hispanic-Other			▼	11%
Unknown			▼	14%

Race

		#	%	State Avg
Asian		131	97% ▲	1%
Multiple Races		3	2%	1%
Am. Indian/Native Alaskan		1	1%	1%
Black/African American			▼	17%
Hawaiian/Other Pacific Islander				0%
Other			▼	12%
Unknown				9%
White/Caucasian			▼	58%

Legend: ▬ Unique Clients | State Avg   ▲ > 10% Over State Avg   ▼ > 10% Under State Avg

Case Management
Khmer Health Advocates
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	134	141	-5%	
Admits	1	4	-75%	▼
Discharges	25	9	178%	▲
Service Hours	358	500	-28%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	94%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		12%	62%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		14	56%	50%	59%	6%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		100	74%	60%	72%	14%	▲
✓	Stable Living Situation		119	88%	80%	79%	8%	
✓	Employed		35	26%	20%	14%	6%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		109	99%	90%	85%	9%	

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪								11%
Discharges							▪	▪	▪	33%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS
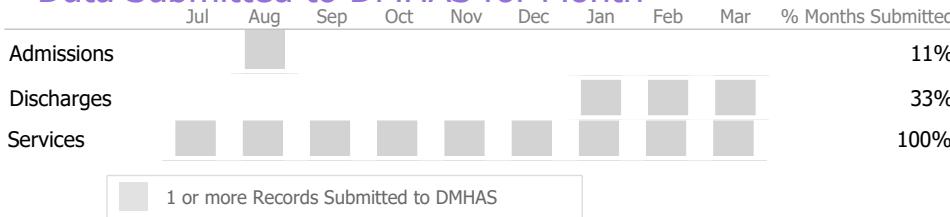
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 24 Active Standard Case Management Programs