Middlesex Hospital Mental Health Clinic
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -September 2025   (Data as of Dec 15, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	56	68	-18%	▼
	Admits	43	37	16%	▲
	Discharges	17	29	-41%	▼
	Service Hours	79	120	-34%	▼

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

Consumer Satisfaction Survey   (Based on 2 FY25 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		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	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				
	Case Management		56	100.0%

Client Demographics

Age

	#	%	State Avg
18-25	6	11%	9%
26-34	7	13%	18%
35-44	12	21%	25%
45-54	8	14%	18%
55-64	18	32% ▲	19%
65+	5	9%	11%

Gender

	#	%	State Avg
Female	36	64% ▲	41%
Male	19	34% ▼	58%
Transgender/Other	1	2%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	50	89% ▲	64%
Unknown	5	9%	13%
Hispanic-Other	1	2%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%

Race

	#	%	State Avg
White/Caucasian	44	79% ▲	59%
Unknown	5	9%	8%
Black/African American	4	7%	17%
Multiple Races	2	4%	1%
Other	1	2%	12%
Am. Indian/Native Alaskan			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 2025 - September 2025 (Data as of Dec 15, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	68	-18%	▼
Admits	43	37	16%	▲
Discharges	17	29	-41%	▼
Service Hours	79	120	-34%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		100%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		12	71%	50%	70%	21%	▲
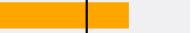
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		22	39%	20%	12%	19%	▲
✓ Social Support		41	73%	60%	66%	13%	▲
✓ Stable Living Situation		49	88%	80%	71%	8%	
Self Help		0	0%	N/A	35%	N/A	
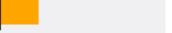
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		13	100%	90%	80%	10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

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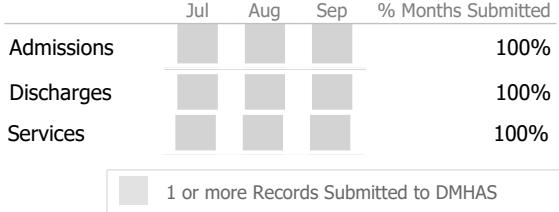
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 22 Active Standard Case Management Programs