

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	38	33	15%	▲
	Admits	11	8	38%	▲
	Discharges	10	7	43%	▲
	Service Hours	846	836	1%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	38	100.0%

Consumer Satisfaction Survey

(Based on 24 FY19 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		96%	80%	91%
✓ Outcome		83%	80%	83%
● Recovery		61%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25			▼ 11%
26-34	4	11%	▼ 23%
35-44	6	16%	22%
45-54	11	29%	20%
55-64	12	32%	▲ 18%
65+	5	13%	6%

Gender	#	%	State Avg
Female	22	58%	▲ 40%
Male	16	42%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	33	87%	▲ 70%
Hispanic-Other	3	8%	8%
Hisp-Puerto Rican	1	3%	12%
Unknown	1	3%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	30	79%	▲ 62%
Black/African American	6	16%	17%
Other	2	5%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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

Case Management 302294

Community Health Center Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

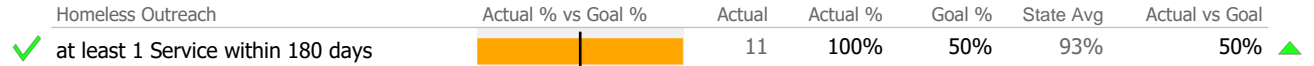
Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

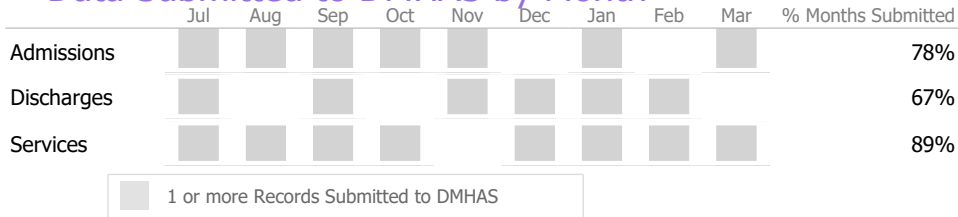
Program Activity

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Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs