

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	43	37	16%	▲
	Admits	16	12	33%	▲
	Discharges	13	11	18%	▲
	Service Hours	1,004	1,076	-7%	

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	43	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	9%	▼ 23%
35-44	8	19%	22%
45-54	12	28%	20%
55-64	14	33%	▲ 18%
65+	5	12%	6%

Gender	#	%	State Avg
Female	22	51%	▲ 40%
Male	21	49%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	36	84%	▲ 69%
Hispanic-Other	3	7%	8%
Hisp-Puerto Rican	2	5%	11%
Unknown	2	5%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	33	77%	▲ 62%
Black/African American	7	16%	17%
Other	3	7%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

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

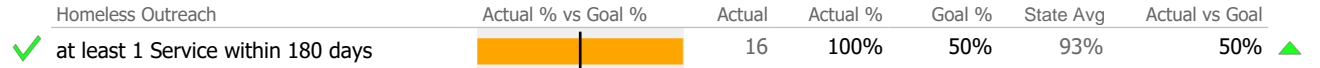
Program Quality Dashboard

Reporting Period: July 2019 - June 2020 (Data as of Oct 19, 2020)

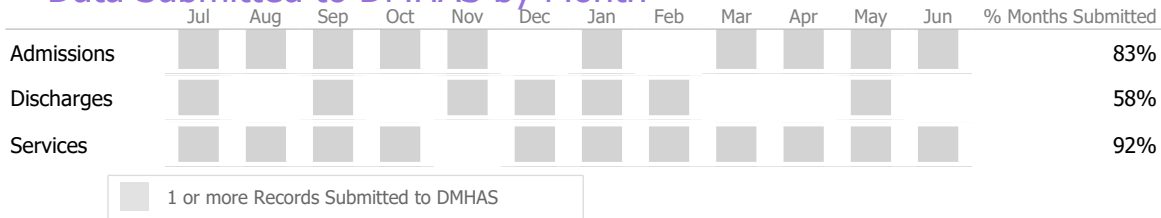
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	43	37	16% ▲
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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