

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	92	76	21%	▲
	Admits	59	34	74%	▲
	Discharges	50	32	56%	▲
	Service Hours	323	162	99%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	92	100.0%

Consumer Satisfaction Survey

(Based on 3 FY21 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%
● Recovery		67%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	12	13%	9%
26-34	17	19%	20%
35-44	12	13%	23%
45-54	15	16%	19%
55-64	19	21%	20%
65+	16	18%	9%

Gender	#	%	State Avg
Female	52	63%	▲ 42%
Male	31	37%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	48	52%	▼ 69%
Unknown	41	45%	▲ 11%
Hisp-Puerto Rican	3	3%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hispanic-Other			8%

Race	#	%	State Avg
White/Caucasian	53	58%	63%
Unknown	34	37%	▲ 5%
Black/African American	4	4%	▼ 17%
Hawaiian/Other Pacific Islander	1	1%	0%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Other			▼ 13%

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

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

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

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Program Activity

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	94%
On-Time Periodic		
6 Month Updates	88%	55%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		36	72%	50%	55%	22% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		80	82%	60%	66%	22% ▲
✓ Stable Living Situation		81	83%	80%	69%	3%
● Employed		19	19%	20%	13%	-1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		47	94%	90%	76%	4%

Data Submitted to DMHAS by 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 29 Active Standard Case Management Programs

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