

Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	33	35	-6%
	Admits	4	5	-20% ▼
	Discharges	7	7	0%
	Service Hours	474	453	5%

▲ > 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	33	100.0%

### Consumer Satisfaction Survey

(Based on 26 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Access		100%	80%	88%
✓ Respect		96%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Outcome		88%	80%	83%
● Recovery		72%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	2	6%	9%
26-34	2	6%	21% ▼
35-44	9	27%	23%
45-54	9	27%	19%
55-64	6	18%	19%
65+	5	15%	9%

Gender	#	%	State Avg
Female	18	55%	41% ▲
Male	15	45%	59% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	29	88%	68% ▲
Hispanic-Other	2	6%	8%
Hisp-Puerto Rican	1	3%	11%
Unknown	1	3%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	21	64%	62%
Black/African American	10	30%	17% ▲
Asian	1	3%	1%
Other	1	3%	13%
Am. Indian/Native Alaskan			0%
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 - 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	Actual	State Avg
6 Month Updates	91%	55%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	43%	50%	64%	-7%

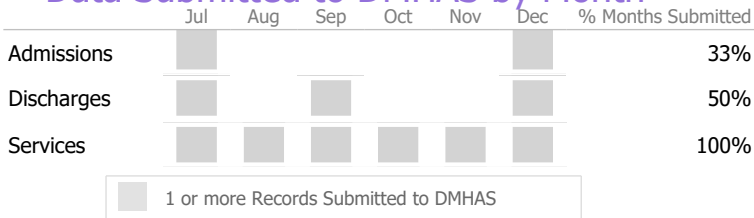
## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		28	85%	80%	72%	5%
Social Support		20	61%	60%	69%	1%
Employed		4	12%	20%	15%	-8%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		26	96%	90%	80%	6%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 30 Active Standard Case Management Programs

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