

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	36	40	-10%
	Admits	7	10	-30% ▼
	Discharges	9	14	-36% ▼
	Service Hours	709	694	2%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	36	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	3	8%	10%
26-34	2	6%	22% ▼
35-44	9	25%	23%
45-54	10	28%	19%
55-64	7	19%	19%
65+	5	14%	8%

Gender	#	%	State Avg
Female	20	56%	41% ▲
Male	16	44%	59% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	31	86%	68% ▲
Hispanic-Other	2	6%	8%
Hisp-Puerto Rican	2	6%	11%
Unknown	1	3%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	23	64%	62%
Black/African American	10	28%	17% ▲
Other	2	6%	13%
Asian	1	3%	1%
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

Reporting Period: July 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	61%	59%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	44%	50%	62%	-6%

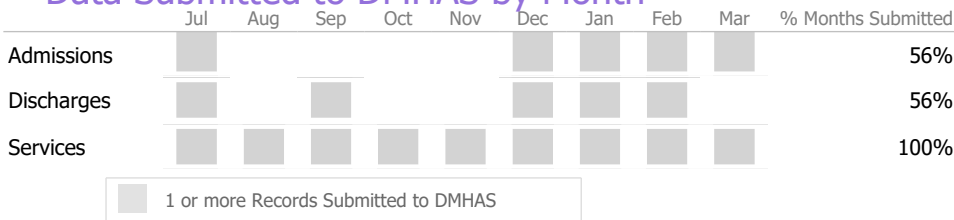
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		24	67%	60%	72%	7%
Stable Living Situation		31	86%	80%	75%	6%
Employed		6	17%	20%	17%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		27	100%	90%	85%	10%

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.