

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	41	45	-9%
	Admits	12	15	-20% ▼
	Discharges	14	16	-13% ▼
	Service Hours	955	931	3%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	41	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	7%	10%
26-34	3	7%	22% ▼
35-44	9	22%	23%
45-54	11	27%	18%
55-64	9	22%	18%
65+	6	15%	8%

Gender	#	%	State Avg
Female	22	54%	41% ▲
Male	19	46%	59% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	35	85%	68% ▲
Hisp-Puerto Rican	3	7%	11%
Hispanic-Other	2	5%	9%
Unknown	1	2%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	27	66%	61%
Black/African American	10	24%	17%
Other	3	7%	13%
Asian	1	2%	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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	41	45	-9%
Admits	12	15	-20% ▼
Discharges	14	16	-13% ▼
Service Hours	955	931	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	25%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	43%	50%	63%	-7%

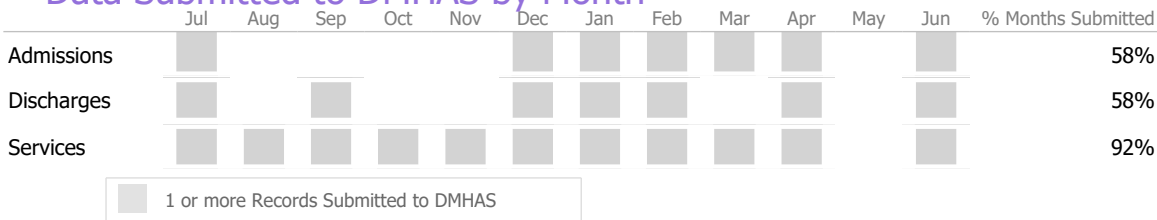
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		29	71%	60%	74%	11% ▲
Stable Living Situation		36	88%	80%	78%	8%
Employed		7	17%	20%	20%	-3%

Service Utilization

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

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

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