

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	29	33	-12% ▼
	Admits	2	4	-50% ▼
	Discharges	5	7	-29% ▼
	Service Hours	565	474	19% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	29	100.0%

Consumer Satisfaction Survey

(Based on 8 FY22 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		86%	80%	88%
✓ Outcome		80%	80%	83%
✓ Recovery		80%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	2	7%	9%
26-34	2	7% ▼	20%
35-44	4	14%	24%
45-54	7	24%	18%
55-64	7	24%	20%
65+	7	24% ▲	9%

Gender	#	%	State Avg
Male	16	55%	58%
Female	13	45%	42%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	24	83% ▲	69%
Hisp-Puerto Rican	3	10%	11%
Hispanic-Other	1	3%	8%
Unknown	1	3%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	18	62%	62%
Black/African American	7	24%	17%
Other	3	10%	13%
Asian	1	3%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			6%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Z Inactive 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 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	82%	64%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	50%	57%	10% ▲

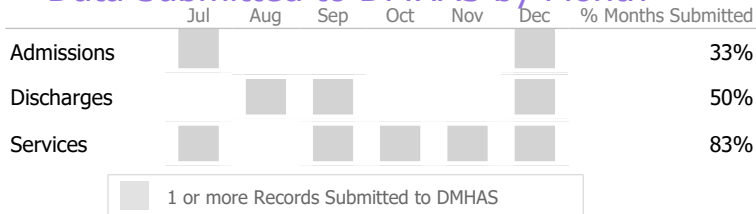
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		27	93%	80%	77%	13% ▲
✓ Social Support		21	72%	60%	74%	12% ▲
● Employed		5	17%	20%	20%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		24	100%	90%	85%	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.