

Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---------------|----------------|--------|----------|------------|---|
| | Unique Clients | 32 | 36 | -11% | ▼ |
| | Admits | 5 | 7 | -29% | ▼ |
| | Discharges | 5 | 9 | -44% | ▼ |
| | Service Hours | 813 | 709 | 15% | ▲ |

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

Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|----------------------|--------------------|----|--------|
| Mental Health | Case Management | 32 | 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 | 6% | 10% |
| 26-34 | 4 | 13% | 20% |
| 35-44 | 5 | 16% | 24% |
| 45-54 | 7 | 22% | 18% |
| 55-64 | 7 | 22% | 19% |
| 65+ | 7 | 22% | ▲ 9% |

| Gender | # | % | State Avg |
|-------------|----|-----|-----------|
| Male | 18 | 56% | 59% |
| Female | 14 | 44% | 41% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|-------------------|----|-----|-----------|
| Non-Hispanic | 27 | 84% | ▲ 68% |
| Hisp-Puerto Rican | 3 | 9% | 11% |
| Hispanic-Other | 1 | 3% | 9% |
| Unknown | 1 | 3% | 12% |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 1% |

| Race | # | % | State Avg |
|---------------------------------|----|-----|-----------|
| White/Caucasian | 20 | 63% | 61% |
| Black/African American | 8 | 25% | 17% |
| Other | 3 | 9% | 13% |
| Asian | 1 | 3% | 1% |
| Am. Indian/Native Alaskan | | | 1% |
| Multiple Races | | | 1% |
| Hawaiian/Other Pacific Islander | | | 0% |
| Unknown | | | 7% |

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 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

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|----------------|--------|----------|------------|
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Data Submission Quality

| Data Entry | Actual | State Avg |
|------------------|--------|-----------|
| Valid NOMS Data | 98% | 95% |
| On-Time Periodic | Actual | State Avg |
| 6 Month Updates | 100% | 65% |

Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Treatment Completed Successfully | | 3 | 60% | 50% | 63% | 10% ▲ |

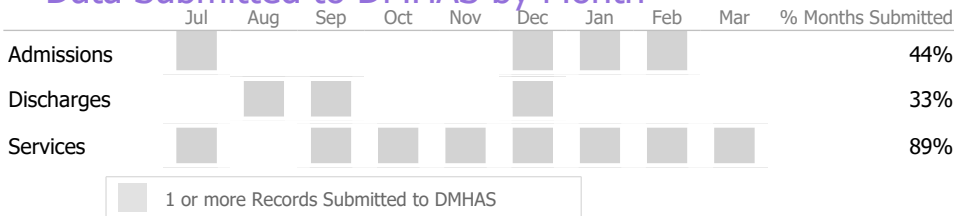
Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Social Support | | 24 | 75% | 60% | 74% | 15% ▲ |
| ✓ Stable Living Situation | | 30 | 94% | 80% | 78% | 14% ▲ |
| ● Employed | | 5 | 16% | 20% | 22% | -4% |

Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ✓ Clients Receiving Services | | 27 | 100% | 90% | 86% | 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

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