

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	176	224	-21% ▼
	Admits	128	211	-39% ▼
	Discharges	125	195	-36% ▼
	Service Hours	870	1,146	-24% ▼

Consumer Satisfaction Survey

(Based on 4 FY22 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%
● Participation in Treatment		67%	80%	92%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Case Management	176	100.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	16	9%	10%	Female	116	67%	▲ 41%
26-34	32	18%	20%	Male	56	33%	▼ 59%
35-44	30	17%	24%	Transgender			0%
45-54	29	16%	18%				
55-64	41	23%	19%				
65+	28	16%	9%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	104	59%	68%	White/Caucasian	106	60%	61%
Unknown	59	34%	▲ 12%	Unknown	51	29%	▲ 7%
Hisp-Puerto Rican	6	3%	11%	Black/African American	12	7%	17%
Hispanic-Other	5	3%	9%	Other	5	3%	13%
Hispanic-Cuban	1	1%	0%	Am. Indian/Native Alaskan	1	1%	1%
Hispanic-Mexican	1	1%	1%	Hawaiian/Other Pacific Islander	1	1%	0%
				Asian			1%
				Multiple Races			1%

Case Management Program

Middlesex Hospital Mental Health Clinic

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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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	63%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		81	65%	50%	63%	15% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		154	84%	60%	74%	24% ▲
✓ Employed		44	24%	20%	22%	4%
✓ Stable Living Situation		149	81%	80%	78%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		58	98%	90%	86%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 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.