

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	248	282	-12% ▼
	Admits	22	67	-67% ▼
	Discharges	128	66	94% ▲
	Service Hours	1,739	3,303	-47% ▼
	S.Rehab/PHP/IOP	6,265	8,496	-26% ▼

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

Consumer Satisfaction Survey

(Based on 61 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ Overall		98%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Respect		96%	80%	91%
✓ General Satisfaction		95%	80%	92%
✓ Access		93%	80%	88%
✓ Outcome		88%	80%	83%
✓ Recovery		83%	80%	79%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Social Rehabilitation	189	67.5%
	Employment Services	91	32.5%

Client Demographics

Age	#	%	State Avg
18-25	18	7%	10%
26-34	41	17%	21%
35-44	38	15%	24%
45-54	39	16%	18%
55-64	85	34% ▲	18%
65+	26	11%	9%

Gender	#	%	State Avg
Female	133	54% ▲	41%
Male	113	46% ▼	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	227	92% ▲	67%
Unknown	14	6%	13%
Hispanic-Other	4	2%	9%
Hisp-Puerto Rican	3	1%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	209	84% ▲	60%
Black/African American	17	7% ▼	18%
Unknown	12	5%	7%
Other	6	2%	12%
Asian	3	1%	1%
Multiple Races	1	0%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

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

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

Social Rehab- Torrington

Prime Time House Inc.

Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

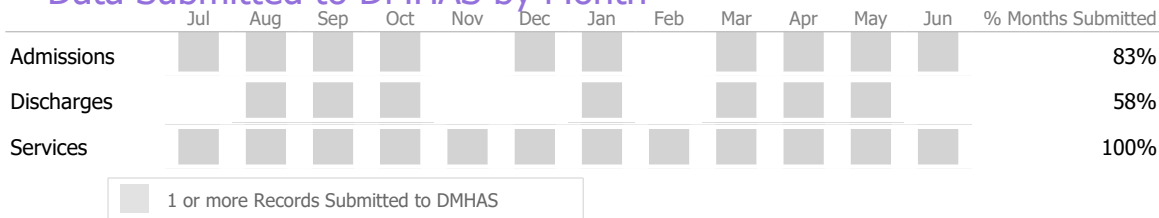
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	189	195	-3%
Admits	21	21	0%
Discharges	37	26	42% ▲
Service Hours	1,596	2,090	-24% ▼
Social Rehab/PHP/IOP Days	6,265	8,496	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		152	99%	90%	80%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

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