

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	84	99	-15% ▼
	Admits	40	44	-9%
	Discharges	36	39	-8%
	Service Hours	208	315	-34% ▼

### Consumer Satisfaction Survey

(Based on 4 FY23 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

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	84	100.0%

### Client Demographics

Age	#	%	State Avg
18-25	6	7%	8%
26-34	18	21%	18%
35-44	16	19%	24%
45-54	17	20%	19%
55-64	17	20%	20%
65+	10	12%	11%

Gender	#	%	State Avg
Female	48	61%	▲ 42%
Male	31	39%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	48	57%	66%
Unknown	31	37%	▲ 13%
Hispanic-Other	3	4%	10%
Hispanic-Mexican	1	1%	1%
Hisp-Puerto Rican	1	1%	11%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	46	55%	60%
Unknown	26	31%	▲ 8%
Black/African American	7	8%	17%
Other	3	4%	12%
Am. Indian/Native Alaskan	1	1%	1%
Multiple Races	1	1%	1%
Asian			1%
Hawaiian/Other Pacific Islander			0%

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

# 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 2023 - September 2023 (Data as of Dec 26, 2023)

## Program Activity

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Unique Clients	84	99	-15% ▼
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## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	86%	67%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		30	83%	50%	69%	33% ▲

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		64	75%	60%	74%	15% ▲
✓ Employed		27	32%	20%	17%	12% ▲
✓ Stable Living Situation		74	87%	80%	82%	7%

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		49	100%	90%	78%	10%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 24 Active Standard Case Management Programs

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