

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	31	29	7%
	Admits	4	2	100% ▲
	Discharges	6	5	20% ▲
	Service Hours	383	565	-32% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	31	100.0%

Consumer Satisfaction Survey

(Based on 3 FY23 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		67%	80%	91%
● Access		67%	80%	88%
● Outcome		33%	80%	83%
● Recovery		33%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	2	6%	8%
26-34	4	13%	19%
35-44	4	13%	24% ▼
45-54	5	16%	18%
55-64	10	32%	19% ▲
65+	6	19%	10%

Gender	#	%	State Avg
Male	17	55%	59%
Female	14	45%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	26	84%	65% ▲
Hispanic-Other	2	6%	10%
Hisp-Puerto Rican	2	6%	10%
Unknown	1	3%	14% ▼
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	20	65%	60%
Black/African American	8	26%	17%
Other	2	6%	12%
Asian	1	3%	1%
Am. Indian/Native Alaskan			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			8%

■ 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 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	66%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	67%	50%	62%	17% ▲

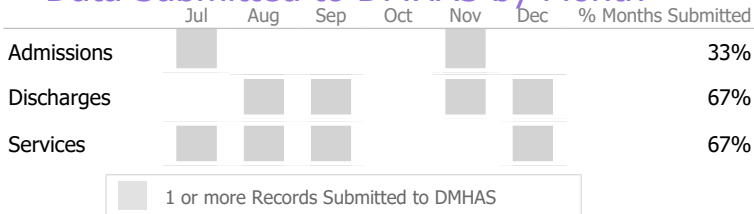
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		23	74%	60%	72%	14% ▲
✓ Stable Living Situation		29	94%	80%	82%	14% ▲
● Employed		5	16%	20%	18%	-4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		25	100%	90%	84%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 24 Active Standard Case Management Programs

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