**Community Health Center Inc.**
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|---|
| | Unique Clients | 28 | 30 | -7% |
| | Admits | | 1 | -100% ▼ |
| | Discharges | 1 | 1 | 0% |
| | Service Hours | 415 | 344 | 21% ▲ |

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

## Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|---|---|---|---|
| **Mental Health** | | | |
| | Case Management | 28 | 100.0% |

## Consumer Satisfaction Survey (Based on 22 FY16 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% |
| ✓ Respect | | 100% | 80% | 91% |
| ✓ Overall | | 95% | 80% | 91% |
| ✓ Access | | 95% | 80% | 88% |
| ✓ Outcome | | 82% | 80% | 83% |
| ● Recovery | | 67% | 80% | 79% |

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

## Client Demographics

| Age | # | % | State Avg |
|---|---|---|---|
| 18-25 | 1 | 4% | 12% |
| 26-34 | 5 | 18% | 22% |
| 35-44 | 2 | 7% ▼ | 19% |
| 45-54 | 7 | 25% | 23% |
| 55-64 | 12 | 43% ▲ | 18% |
| 65+ | 1 | 4% | 6% |

| Gender | # | % | State Avg |
|---|---|---|---|
| Female | 16 | 57% ▲ | 42% |
| Male | 12 | 43% ▼ | 58% |
| Transgender | | | 0% |

| Ethnicity | # | % | State Avg |
|---|---|---|---|
| Non-Hispanic | 26 | 93% ▲ | 75% |
| Unknown | 2 | 7% | 6% |
| Hispanic-Cuban | | | 0% |
| Hispanic-Mexican | | | 1% |
| Hispanic-Other | | | 7% |
| Hisp-Puerto Rican | | ▼ | 12% |

| Race | # | % | State Avg |
|---|---|---|---|
| White/Caucasian | 22 | 79% ▲ | 65% |
| Black/African American | 4 | 14% | 16% |
| Multiple Races | 1 | 4% | 1% |
| Other | 1 | 4% | 13% |
| Am. Indian/Native Alaskan | | | 1% |
| Asian | | | 1% |
| Hawaiian/Other Pacific Islander | | | 0% |
| Unknown | | | 3% |

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 2016 - September 2016 (Data as of Jan 06, 2017)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 28 | 30 | -7% | |
| Admits | - | 1 | -100% | ▼ |
| Discharges | 1 | 1 | 0% | |
| Service Hours | 415 | 344 | 21% | ▲ |

## Data Submission Quality

| Data Entry | Actual | State Avg |
|---|---|---|
| ✓ Valid NOMS Data | 99% | 96% |

| On-Time Periodic | Actual | State Avg |
|---|---|---|
| ✓ 6 Month Updates | 96% | 63% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 0% |
| Discharges | | | ■ | 33% |
| Services | ■ | ■ | ■ | 100% |

■ 1 or more Records Submitted to DMHAS

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Treatment Completed Successfully | | 1 | 100% | 50% | 50% | 50% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Social Support | | 25 | 89% | 60% | 57% | 29% | ▲ |
| ✓ Stable Living Situation | | 25 | 89% | 80% | 72% | 9% | |
| ● Employed | | 1 | 4% | 20% | 9% | -16% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✓ Clients Receiving Services | | 27 | 100% | 90% | 58% | 10% |

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs