

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	42	34	24%	▲
	Admits	15	6	150%	▲
	Discharges	16	7	129%	▲
	Service Hours	1,104	1,320	-16%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	42	100.0%

Consumer Satisfaction Survey

(Based on 20 FY17 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		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		90%	80%	83%
● Recovery		70%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	2	5%	13%
26-34	7	17%	24%
35-44	6	14%	20%
45-54	8	19%	21%
55-64	17	40%	16%
65+	2	5%	5%

Gender	#	%	State Avg
Female	25	60%	40%
Male	17	40%	60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	39	93%	72%
Unknown	2	5%	7%
Hispanic-Other	1	2%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			12%

Race	#	%	State Avg
White/Caucasian	35	83%	64%
Black/African American	6	14%	17%
Multiple Races	1	2%	1%
Am. Indian/Native Alaskan			1%
Asian			1%
Hawaiian/Other Pacific Islander			0%
Other			13%
Unknown			4%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Case Management 302294

Community Health Center Inc.

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

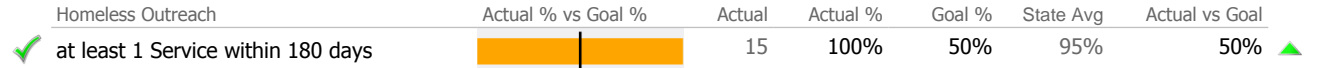
Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

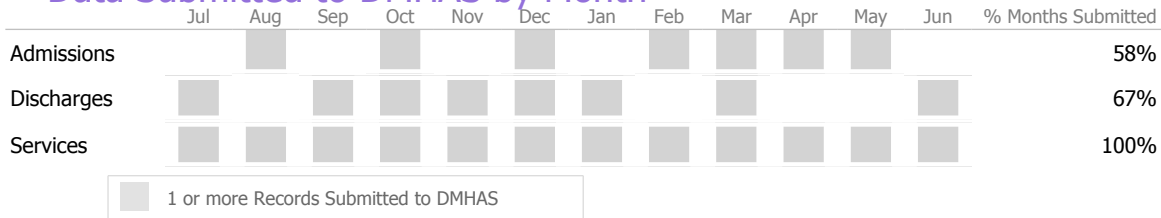
Program Activity

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Unique Clients	42	34	24% ▲
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Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs