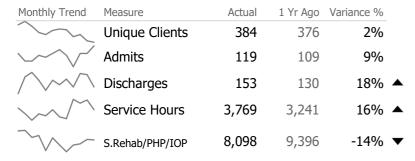**Prime Time House Inc.**
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019   (Data as of Sep 16, 2019)
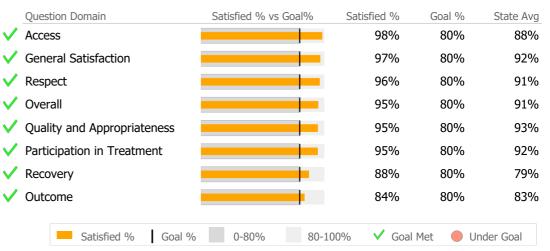
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	384	376	2%	
	Admits	119	109	9%	
	Discharges	153	130	18%	▲
	Service Hours	3,769	3,241	16%	▲
	S.Rehab/PHP/IOP	8,098	9,396	-14%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Social Rehabilitation		254	59.3%
	Employment Services		174	40.7%

Consumer Satisfaction Survey   (Based on 60 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Access		98%	80%	88%
✓	General Satisfaction		97%	80%	92%
✓	Respect		96%	80%	91%
✓	Overall		95%	80%	91%
✓	Quality and Appropriateness		95%	80%	93%
✓	Participation in Treatment		95%	80%	92%
✓	Recovery		88%	80%	79%
✓	Outcome		84%	80%	83%

▇ Satisfied %		Goal %	▨ 0-80%	▨ 80-100%	✓ Goal Met	⬤ Under Goal

Client Demographics

Age

		#	%	State Avg
18-25		42	11%	12%
26-34		67	18%	24%
35-44		52	14%	21%
45-54		91	24%	20%
55-64		93	25%	17%
65+		34	9%	6%

Gender

		#	%		State Avg
Female		208	54%	▲	40%
Male		175	46%	▼	60%
Transgender					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		356	93%	▲	70%
Unknown		14	4%		10%
Hispanic-Other		10	3%		7%
Hisp-Puerto Rican		4	1%	▼	12%
Hispanic-Cuban					0%
Hispanic-Mexican					1%

Race

		#	%		State Avg
White/Caucasian		342	89%	▲	63%
Black/African American		23	6%	▼	17%
Other		7	2%	▼	13%
Unknown		6	2%		5%
Asian		3	1%		1%
Multiple Races		2	1%		1%
Am. Indian/Native Alaskan		1	0%		1%
Hawaiian/Other Pacific Islander					0%

▇ Unique Clients		State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

810 Main St. Soc Re 504-281
Prime Time House Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
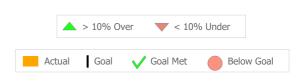Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	254	266	-5%	
Admits	30	28	7%	
Discharges	62	40	55%	▲
Service Hours	2,573	2,044	26%	▲
Social Rehab/PHP/IOP Days	8,098	9,396	-14%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services	▬	189	97%	90%	76%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	92%
Discharges	▪	▪	▪	▪	▪	▪		▪	▪	▪	▪	▪	92%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

810 Main St. Voc Re 504-270
Prime Time House Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	174	176	-1%
Admits	89	81	10%
Discharges	91	90	1%
Service Hours	1,195	1,197	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		77	43%	35%	42%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		83	93%	90%	97%	3%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		92%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		94%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													92%
Services													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 43 Active Employment Services Programs