

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	32	32	0%
	Admits	4	3	33% ▲
	Discharges	7	4	75% ▲
	Service Hours	1,030	1,072	-4%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	32	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	3%	14% ▼
26-34	5	16%	24%
35-44	4	13%	20%
45-54	7	22%	22%
55-64	13	41%	16% ▲
65+	2	6%	5%

Gender	#	%	State Avg
Female	20	63%	40% ▲
Male	12	38%	60% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	29	91%	74% ▲
Unknown	2	6%	6%
Hisp-Puerto Rican	1	3%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%

Race	#	%	State Avg
White/Caucasian	24	75%	65%
Black/African American	5	16%	17%
Other	2	6%	13%
Multiple Races	1	3%	1%
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 - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

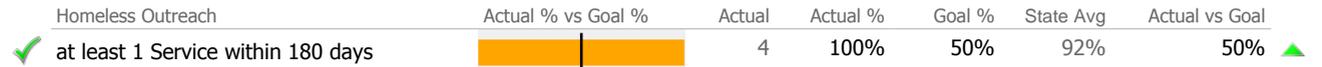
Program Quality Dashboard

Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

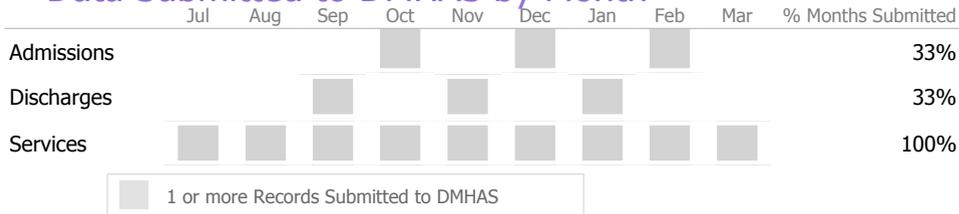
Program Activity

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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 40 Active Outreach & Engagement Programs