

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	33	38	-13% ▼
	Admits	8	11	-27% ▼
	Discharges	7	11	-36% ▼
	Service Hours	836	817	2%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Case Management	33	100.0%

Consumer Satisfaction Survey

(Based on 22 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Access		100%	80%	88%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		95%	80%	91%
✓ Respect		91%	80%	91%
✓ Outcome		82%	80%	83%
✓ Recovery		82%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	1	3%	12%
26-34	5	15%	24%
35-44	3	9% ▼	21%
45-54	7	21%	20%
55-64	13	39% ▲	17%
65+	4	12%	6%

Gender	#	%	State Avg
Female	19	58% ▲	40%
Male	14	42% ▼	60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	29	88% ▲	71%
Hispanic-Other	2	6%	7%
Unknown	2	6%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			13% ▼

Race	#	%	State Avg
White/Caucasian	28	85% ▲	63%
Black/African American	4	12%	16%
Other	1	3% ▼	14%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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

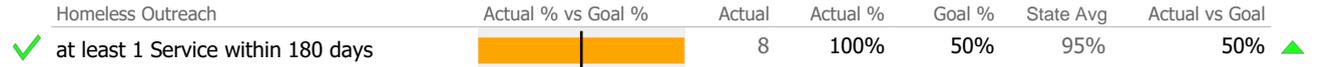
Program Quality Dashboard

Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

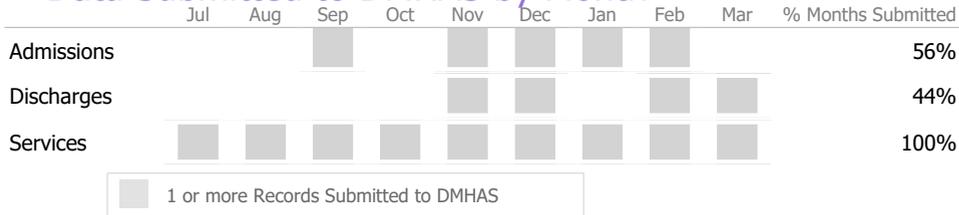
Program Activity

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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 42 Active Outreach & Engagement Programs