Community Health Center Inc.
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	34	36	-6%	
	Admits	7	13	-46%	▼
	Discharges	5	9	-44%	▼
	Service Hours	1,369	812	69%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		34	100.0%

Consumer Satisfaction Survey   (Based on 19 FY14 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		92%	80%	91%
✔ Access		84%	80%	88%
🔴 Recovery		47%	80%	79%
🔴 Outcome		42%	80%	83%

▬ Satisfied %	❘ Goal %	▮ 0-80%	▮ 80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	5	15%	16%
26-34	1	3% ▼	24%
35-44	2	6% ▼	19%
45-54	12	35% ▲	23%
55-64	14	41% ▲	14%
65+			4%

Gender

Gender	#	%	State Avg
Female	19	56% ▲	40%
Male	15	44% ▼	60%

Race

Race	#	%	State Avg
White/Caucasian	29	85% ▲	66%
Black/African American	3	9%	17%
Other	2	6%	13%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	31	91% ▲	75%
Unknown	2	6%	6%
Hisp-Puerto Rican	1	3%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			6%

▬ 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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	36	-6%	
Admits	7	13	-46%	▼
Discharges	5	9	-44%	▼
Service Hours	1,369	812	69%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		99%	97%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		85%	72%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		2	40%	50%	54%	-10%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		28	82%	60%	73%	22%	▲
✔ Stable Living Situation		31	91%	80%	91%	11%	▲
🔴 Employed		2	6%	20%	12%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		29	100%	90%	95%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪				▪					▪	▪		33%
Discharges	▪					▪							17%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		100%

▪ 1 or more Records Submitted to DMHAS
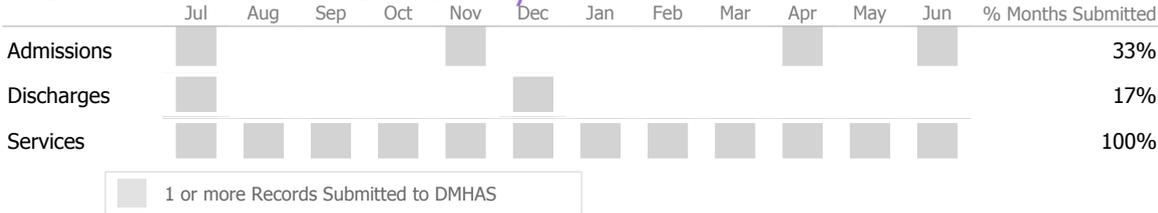
▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 30 Active Standard Case Management Programs