Community Health Center Inc.
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - March 2018   (Data as of Jun 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	38	32	19%	▲
	Admits	11	4	175%	▲
	Discharges	11	7	57%	▲
	Service Hours	817	1,030	-21%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		38	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	6	16%	24%
35-44	4	11%	20%
45-54	8	21%	21%
55-64	16	42% ▲	17%
65+	2	5%	5%

Gender

	#	%	State Avg
Female	22	58% ▲	40%
Male	16	42% ▼	60%
Transgender			0%

Ethnicity

	#	%	State Avg
Non-Hispanic	36	95% ▲	73%
Unknown	2	5%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Hisp-Puerto Rican		▼	12%

Race

	#	%	State Avg
White/Caucasian	31	82% ▲	64%
Black/African American	6	16%	16%
Multiple Races	1	3%	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
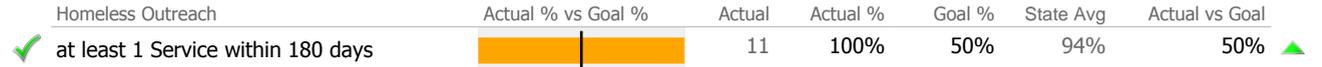
Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)
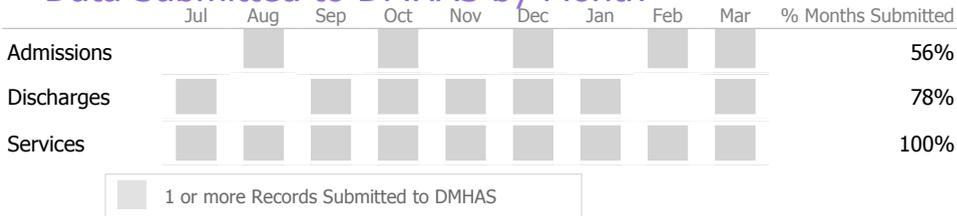
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	32	19%	▲
Admits	11	4	175%	▲
Discharges	11	7	57%	▲
Service Hours	817	1,030	-21%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		11	100%	50%	94%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■		■		■		■	■	56%
Discharges	■		■	■	■	■	■		■	78%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs