Community Health Center Inc.
Middletown, CT

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	27	28	-4%
	Admits	1	1	0%
	Discharges		2	-100% ▼
	Service Hours	275	262	5%

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		27	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
Age		#	%	State Avg
18-25		1	4%	10%
26-34		5	19%	22%
35-44		2	7% ▼	20%
45-54		4	15%	21%
55-64		11	41% ▲	19%
65+		4	15%	7%

Gender
Gender		#	%	State Avg
Female		19	70% ▲	41%
Male		8	30% ▼	58%
Transgender				0%

Ethnicity
Ethnicity		#	%	State Avg
Non-Hispanic		24	89% ▲	71%
Unknown		2	7%	8%
Hispanic-Other		1	4%	7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican			▼	13%

Race
Race		#	%	State Avg
White/Caucasian		24	89% ▲	63%
Black/African American		3	11%	16%
Am. Indian/Native Alaskan				1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Other			▼	13%
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 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	28	-4%
Admits	1	1	0%
Discharges	-	2	-100% ▼
Service Hours	275	262	5%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ at least 1 Service within 180 days		1	100%	50%	93%	50% ▲
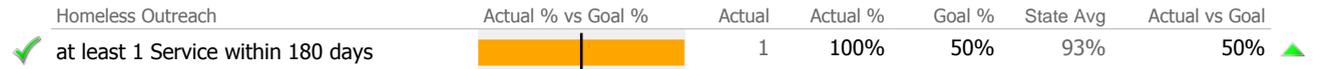
Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▢	33%
Discharges				0%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
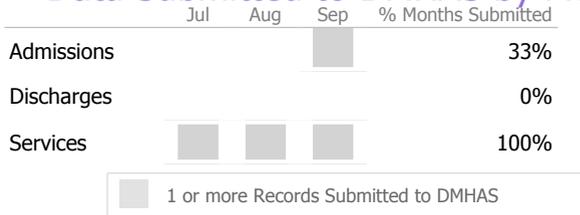
* State Avg based on 39 Active Outreach & Engagement Programs