

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
↗	Unique Clients	2,948	2,509	17% ▲
↗	Admits	160	74	116% ▲
↗	Discharges	120	32	275% ▲
↗	Service Hours	1,407	1,291	9%

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

Consumer Satisfaction Survey

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect	97% 80%	97%	80%	91%
✓ Quality and Appropriateness	95% 80%	95%	80%	93%
✓ General Satisfaction	94% 80%	94%	80%	92%
✓ Participation in Treatment	94% 80%	94%	80%	92%
✓ Overall	89% 80%	89%	80%	91%
✓ Access	89% 80%	89%	80%	88%
● Recovery	65% 80%	65%	80%	79%
● Outcome	63% 80%	63%	80%	83%

■ Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	2,635	87.9%
	Case Management	190	6.3%
Addiction			
	Case Management	173	5.8%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	231	8%	8%	Female	1,776	60%	42%
26-34	500	17%	21%	Male	1,170	40%	58%
35-44	516	18%	22%	Transgender			0%
45-54	561	19%	20%				
55-64	651	22%	20%				
65+	487	17%	9%				

Ethnicity

Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	2,668	91%	69%	White/Caucasian	2,660	90%	63%
Unknown	176	6%	11%	Unknown	106	4%	5%
Hispanic-Other	91	3%	8%	Black/African American	66	2%	16%
Hisp-Puerto Rican	13	0%	12%	Asian	9	0%	1%
Hispanic-Cuban				Am. Indian/Native Alaskan	4	0%	1%
Hispanic-Mexican				Multiple Races	3	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

■ Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

Variances in data may be indicative of operational adjustments related to the pandemic.

Addiction Case Management - Torrington

Charlotte Hungerford Hospital

Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	173	106	63% ▲
Admits	21	21	0% ■
Discharges	106	-	■
Service Hours	13	12	9% ■

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic	■	■
6 Month Updates	0%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	■	0	0%	50%	38%	-50% ▼

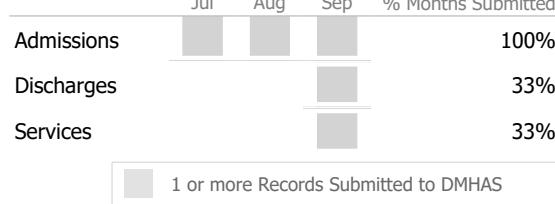
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed	■	26	15%	20%	27%	-5% ▼
Stable Living Situation	■	118	68%	80%	82%	-12% ▼
Self Help	■	31	18%	60%	60%	-42% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	■	19	28%	90%	80%	-62% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual ■ Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Variances in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	190	190	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	93%	-50% 

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions	0%
Discharges	0%
Services	0%

 1 or more Records Submitted to DMHAS> 10% Over < 10% Under Actual  Goal  Goal Met  Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2,635	2,249	17%	▲
Admits	139	53	162%	▲
Discharges	14	32	-56%	▼
Service Hours	1,394	1,279	9%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	86%
On-Time Periodic		
6 Month Updates	28%	54%
Co-occurring		
MH Screen Complete	18%	75%
SA Screen Complete	21%	76%
Diagnosis		
Valid Axis I Diagnosis	97%	97%
Valid Axis V GAF Score	89%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	33%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		326	12%	30%	20%	-18% ▼
Social Support		810	31%	60%	59%	-29% ▼
Improved/Maintained Axis V GAF Score		319	13%	75%	40%	-62% ▼
Stable Living Situation		96	4%	95%	73%	-91% ▼

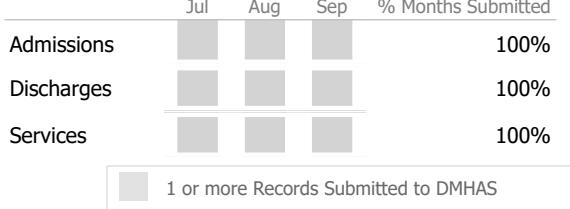
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		945	36%	90%	75%	-54% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		41	29%	75%	76%	-46% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 84 Active Standard Outpatient Programs