

## Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |   |
|---------------|----------------|--------|----------|------------|---|
|               | Unique Clients | 3,367  | 2,807    | 20%        | ▲ |
|               | Admits         | 509    | 346      | 47%        | ▲ |
|               | Discharges     | 168    | 35       | 380%       |   |
|               | Service Hours  | 5,894  | 3,284    | 79%        | ▲ |

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

## Consumer Satisfaction Survey

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

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

## Clients by Level of Care

| Program Type         | Level of Care Type | #     | %     |
|----------------------|--------------------|-------|-------|
| <b>Mental Health</b> |                    |       |       |
|                      | Outpatient         | 3,024 | 88.2% |
|                      | Case Management    | 190   | 5.5%  |
| <b>Addiction</b>     |                    |       |       |
|                      | Case Management    | 216   | 6.3%  |

## Client Demographics

| Age   | #     | %   | State Avg | Gender          | #      | %     | State Avg |
|-------|-------|-----|-----------|-----------------|--------|-------|-----------|
|       | 18-25 | 308 | 9%        |                 | Female | 2,016 | 60%       |
| 26-34 | 584   | 17% | 22%       | Male            | 1,349  | 40%   | 58%       |
| 35-44 | 580   | 17% | 23%       | Transgender     |        |       | 0%        |
| 45-54 | 630   | 19% | 19%       | <b>Race</b>     |        |       |           |
| 55-64 | 719   | 21% | 19%       | White/Caucasian | 2,997  | 89%   | 62%       |
| 65+   | 540   | 16% | 8%        | Unknown         | 152    | 5%    | 6%        |

| Ethnicity         | #            | %     | State Avg | Black/African American          | #     | %   | State Avg |
|-------------------|--------------|-------|-----------|---------------------------------|-------|-----|-----------|
|                   | Non-Hispanic | 3,007 | 89%       |                                 | Other | 119 | 4%        |
| Unknown           | 232          | 7%    | 11%       | Asian                           | 11    | 0%  | 1%        |
| Hispanic-Other    | 114          | 3%    | 8%        | Am. Indian/Native Alaskan       | 5     | 0%  | 0%        |
| Hisp-Puerto Rican | 14           | 0%    | 12%       | Multiple Races                  | 3     | 0%  | 1%        |
| Hispanic-Cuban    |              |       |           | Hawaiian/Other Pacific Islander | 1     | 0%  | 0%        |
| Hispanic-Mexican  |              |       |           |                                 |       |     |           |

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 - March 2021 (Data as of Jun 28, 2021)

### Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % | ▲ |
|----------------|--------|----------|------------|---|
| Unique Clients | 216    | 148      | 46%        | ▲ |
| Admits         | 68     | 63       | 8%         |   |
| Discharges     | 135    | -        |            |   |
| Service Hours  | 38     | 37       | 3%         |   |

### Discharge Outcomes

|                                    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Treatment Completed Successfully |                    | 0      | 0%       | 50%    | 52%       | -50% ▼         |
| <b>Recovery</b>                    |                    |        |          |        |           |                |
| ● Employed                         |                    | 34     | 15%      | 20%    | 28%       | -5%            |
| ● Stable Living Situation          |                    | 157    | 71%      | 80%    | 82%       | -9%            |
| ● Self Help                        |                    | 49     | 22%      | 60%    | 60%       | -38% ▼         |

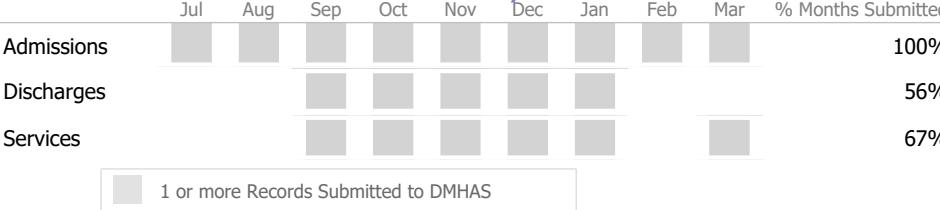
### Data Submission Quality

|                                    | Actual | State Avg |
|------------------------------------|--------|-----------|
| ✓ Valid NOMS Data                  | 100%   | 94%       |
| ● On-Time Periodic 6 Month Updates | 0%     | 65%       |

### Service Utilization

|                              | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| ● Clients Receiving Services |                    | 50     | 59%      | 90%    | 84%       | -31% ▼         |

### 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%    | 96%       | -50%  |

## Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted

|            |    |
|------------|----|
| Admissions | 0% |
| Discharges | 0% |
| Services   | 0% |

 > 10% Over  < 10% Under
 Actual  Goal  Goal Met  Below Goal

\* State Avg based on 46 Active Outreach &amp; Engagement Programs

 1 or more Records Submitted to DMHAS

## Program Activity

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 3,024  | 2,514    | 20%        | ▲ |
| Admits         | 441    | 283      | 56%        | ▲ |
| Discharges     | 33     | 35       | -6%        |   |
| Service Hours  | 5,855  | 3,247    | 80%        | ▲ |

## Data Submission Quality

| Data Entry             |  | Actual | State Avg |
|------------------------|--|--------|-----------|
| Valid NOMS Data        |  | 67%    | 86%       |
| On-Time Periodic       |  | Actual | State Avg |
| 6 Month Updates        |  | 30%    | 55%       |
| Co-occurring           |  | Actual | State Avg |
| MH Screen Complete     |  | 18%    | 78%       |
| SA Screen Complete     |  | 35%    | 79%       |
| Diagnosis              |  | Actual | State Avg |
| Valid Axis I Diagnosis |  | 99%    | 98%       |

## Discharge Outcomes

|                                   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully  |                    | 0      | 0%       | 50%    | 34%       | -50% ▼         |
| Recovery                          |                    |        |          |        |           |                |
| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Employed                          |                    | 562    | 19%      | 30%    | 23%       | -11% ▼         |
| Social Support                    |                    | 1,288  | 43%      | 60%    | 62%       | -17% ▼         |
| Stable Living Situation           |                    | 86     | 3%       | 95%    | 74%       | -92% ▼         |

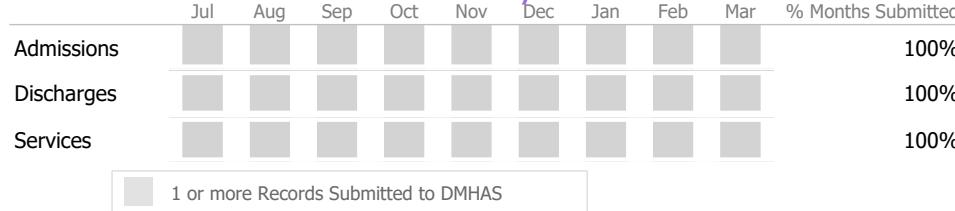
## Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 1,627  | 54%      | 90%    | 84%       | -36% ▼         |

## Service Engagement

|                                   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| 2 or more Services within 30 days |                    | 239    | 54%      | 75%    | 76%       | -21% ▼         |

## Data Submitted to DMHAS by Month



▲ &gt; 10% Over ▼ &lt; 10% Under

Actual | Goal | Goal Met | Below Goal

\* State Avg based on 85 Active Standard Outpatient Programs