

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	3,024	88.2%
	Case Management	190	5.5%
Addiction	Case Management	216	6.3%

Consumer Satisfaction Survey

(Based on 201 FY20 Surveys)

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

Client Demographics

Age	#	%	State Avg
18-25	308	9%	10%
26-34	584	17%	22%
35-44	580	17%	23%
45-54	630	19%	19%
55-64	719	21%	19%
65+	540	16%	8%

Gender	#	%	State Avg
Female	2,016	60%	▲ 42%
Male	1,349	40%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	3,007	89%	▲ 69%
Unknown	232	7%	11%
Hispanic-Other	114	3%	8%
Hisp-Puerto Rican	14	0%	▼ 12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	2,997	89%	▲ 62%
Unknown	152	5%	6%
Other	119	4%	13%
Black/African American	79	2%	▼ 17%
Asian	11	0%	1%
Am. Indian/Native Alaskan	5	0%	0%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

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%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	52%	-50% ▼

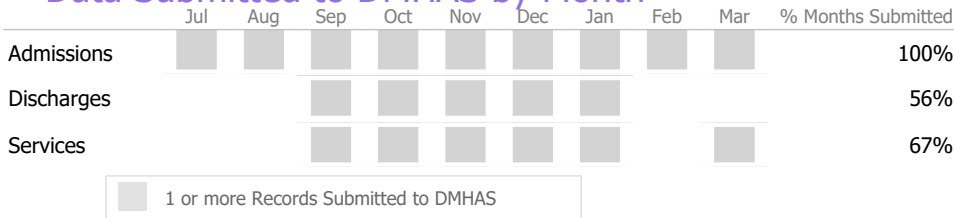
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		34	15%	20%	28%	-5%
Stable Living Situation		157	71%	80%	82%	-9%
Self Help		49	22%	60%	60%	-38% ▼

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

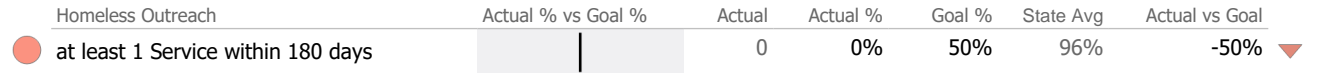
* State Avg based on 8 Active Standard Case Management Programs

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



Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services										0%

1 or more Records Submitted to DMHAS



* State Avg based on 46 Active Outreach & Engagement Programs

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		
6 Month Updates	30%	55%
Co-occurring		
MH Screen Complete	18%	78%
SA Screen Complete	35%	79%
Diagnosis		
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

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

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs