

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,940	3,561	11%	▲
	Admits	223	287	-22%	▼
	Discharges	215	46	367%	
	Service Hours	4,144	3,955	5%	

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	3,705	93.3%
	Case Management	188	4.7%
<b>Addiction</b>	Case Management	77	1.9%

### Consumer Satisfaction Survey

(Based on 223 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ Respect		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Overall		91%	80%	91%
✓ Access		84%	80%	88%
● Outcome		73%	80%	83%
● Recovery		63%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	339	9%	9%
26-34	698	18%	20%
35-44	674	17%	24%
45-54	650	17%	18%
55-64	838	21%	20%
65+	739	19%	9%

Gender	#	%	State Avg
Female	2,377	60%	▲ 42%
Male	1,558	40%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	3,460	88%	▲ 69%
Unknown	303	8%	11%
Hispanic-Other	166	4%	8%
Hisp-Puerto Rican	11	0%	▼ 11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	3,440	87%	▲ 62%
Unknown	218	6%	6%
Other	159	4%	13%
Black/African American	99	3%	▼ 17%
Asian	14	0%	1%
Am. Indian/Native Alaskan	5	0%	1%
Multiple Races	4	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 2022 - December 2022 (Data as of Mar 20, 2023)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	95	-19% ▼
Admits	-	30	-100% ▼
Discharges	1	18	-94% ▼
Service Hours	-	27	-100% ▼

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic		
6 Month Updates	0%	39%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	66%	-50% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	24%	-20% ▼
Self Help		1	1%	60%	47%	-59% ▼
Stable Living Situation		11	14%	80%	72%	-66% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	70%	N/A ▼

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							17%
Services							0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 13 Active Standard Case Management Programs

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

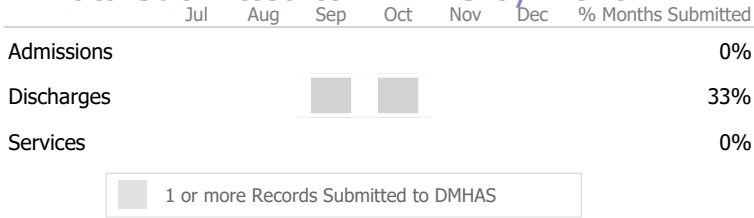
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	188	188	0%
Admits	-	-	
Discharges	187	-	
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



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 49 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,705	3,314	12% ▲
Admits	223	257	-13% ▼
Discharges	27	28	-4%
Service Hours	4,144	3,928	5%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	66%	90%
On-Time Periodic		
6 Month Updates	17%	51%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	7%	50%	43%	-43% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		351	9%	30%	24%	-21% ▼
Social Support		1,116	30%	60%	59%	-30% ▼
Stable Living Situation		43	1%	95%	72%	-94% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,587	43%	90%	80%	-47% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		141	63%	75%	79%	-12% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 73 Active Standard Outpatient Programs

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