

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	4,178	3,786	10%
	Admits	470	518	-9%
	Discharges	1,859	91	1943%
	Service Hours	8,259	8,158	1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	3,943	93.7%
	Case Management	188	4.5%
Addiction	Case Management	76	1.8%

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	389	9%	10%
26-34	757	18%	21%
35-44	712	17%	24%
45-54	677	16%	18%
55-64	867	21%	18%
65+	772	18%	9%

Gender	#	%	State Avg
Female	2,518	60%	▲ 41%
Male	1,654	40%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	3,647	87%	▲ 67%
Unknown	330	8%	13%
Hispanic-Other	190	5%	9%
Hisp-Puerto Rican	11	0%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	3,625	87%	▲ 60%
Unknown	240	6%	7%
Other	179	4%	12%
Black/African American	108	3%	▼ 18%
Asian	16	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 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	95	-20% ▼
Admits	-	30	-100% ▼
Discharges	2	19	-89% ▼
Service Hours	-	27	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	38%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	61%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	29%	-20% ▼
Self Help		1	1%	60%	48%	-59% ▼
Stable Living Situation		11	14%	80%	73%	-66% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	69%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

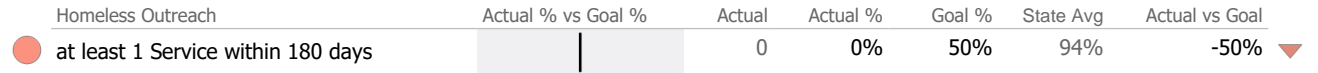
* State Avg based on 13 Active Standard Case Management Programs

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

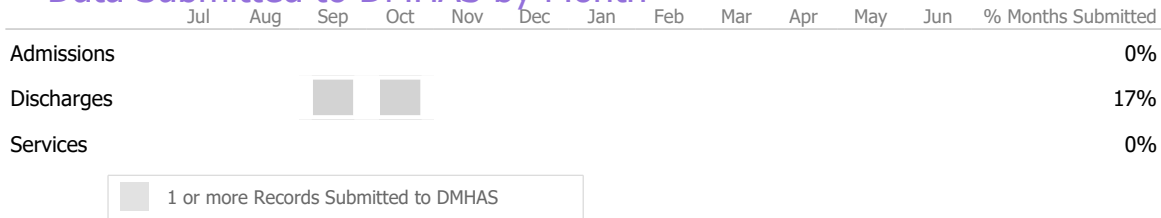
Program Activity

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

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 48 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3,943	3,539	11% ▲
Admits	470	488	-4%
Discharges	1,670	72	2219% ▲
Service Hours	8,259	8,130	2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	71%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	28%	57%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	1%	50%	40%	-49% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		2,390	61%	60%	66%	1%
Employed		957	24%	30%	28%	-6%
Improved/Maintained Function Score		328	9%	75%	33%	-66% ▼
Stable Living Situation		905	23%	95%	78%	-72% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,814	80%	90%	90%	-10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		288	61%	75%	74%	-14% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 72 Active Standard Outpatient Programs

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