

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,499	3,860	-35% ▼
	Admits	109	114	-4%
	Discharges	31	19	63% ▲
	Service Hours	1,892	2,043	-7%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	2,430	97.0%
	Case Management	1	0.0%
Addiction	Case Management	74	3.0%

Consumer Satisfaction Survey

(Based on 200 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		84%	80%	88%
● Outcome		71%	80%	83%
● Recovery		66%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	231	9%	8%
26-34	390	16%	18%
35-44	452	18%	24%
45-54	399	16%	19%
55-64	522	21%	20%
65+	504	20%	11%

Gender	#	%	State Avg
Female	1,553	62%	▲ 42%
Male	942	38%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,131	85%	▲ 66%
Unknown	237	9%	13%
Hispanic-Other	129	5%	10%
Hisp-Puerto Rican	2	0%	▼ 11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	2,122	85%	▲ 60%
Unknown	186	7%	8%
Other	117	5%	12%
Black/African American	60	2%	▼ 17%
Asian	9	0%	1%
Am. Indian/Native Alaskan	3	0%	1%
Multiple Races	2	0%	1%
Hawaiian/Other Pacific Islander			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 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	76	-3%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 95%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 47%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	47%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	36%	-20% ▼
Self Help		0	0%	60%	46%	-60% ▼
Stable Living Situation		0	0%	80%	68%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	66%	N/A ▼

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 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	1	188	-99% ▼
Admits	-	-	
Discharges	-	1	-100% ▼
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%	89%	-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 52 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,430	3,625	-33% ▼
Admits	109	114	-4%
Discharges	31	18	72% ▲
Service Hours	1,892	2,043	-7%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	67%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	23%	55%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	16%	50%	37%	-34% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,097	45%	60%	62%	-15% ▼
Employed		290	12%	30%	23%	-18% ▼
Improved/Maintained Function Score		400	18%	75%	35%	-57% ▼
Stable Living Situation		39	2%	95%	71%	-93% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,192	50%	90%	79%	-40% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		53	49%	75%	61%	-26% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 75 Active Standard Outpatient Programs

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