

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,878	4,184	-31%	▼
	Admits	414	352	18%	▲
	Discharges	357	249	43%	▲
	Service Hours	5,184	6,282	-17%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	2,730	94.1%
	Case Management	23	0.8%
Addiction	Case Management	149	5.1%

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	278	10%	9%
26-34	454	16%	20%
35-44	542	19%	25%
45-54	461	16%	18%
55-64	585	20%	19%
65+	557	19%	10%

Gender	#	%	State Avg
Female	1,744	61%	▲ 40%
Male	1,130	39%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,458	85%	▲ 64%
Unknown	257	9%	14%
Hispanic-Other	161	6%	10%
Hisp-Puerto Rican	2	0%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	2,453	85%	▲ 59%
Unknown	202	7%	9%
Other	138	5%	12%
Black/African American	68	2%	▼ 17%
Asian	12	0%	1%
Am. Indian/Native Alaskan	4	0%	1%
Multiple Races	1	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 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	149	76	96% ▲
Admits	75	-	
Discharges	-	1	-100% ▼
Service Hours	72	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	31%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	46%	N/A

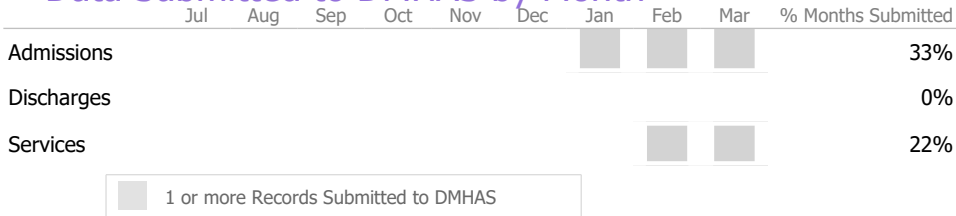
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		26	17%	20%	31%	-3%
Stable Living Situation		60	40%	80%	64%	-40% ▼
Self Help		16	11%	60%	40%	-49% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		74	50%	90%	69%	-40% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

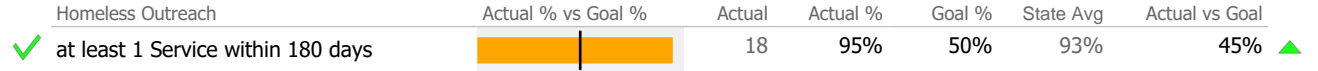
* State Avg based on 9 Active Standard Case Management Programs

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

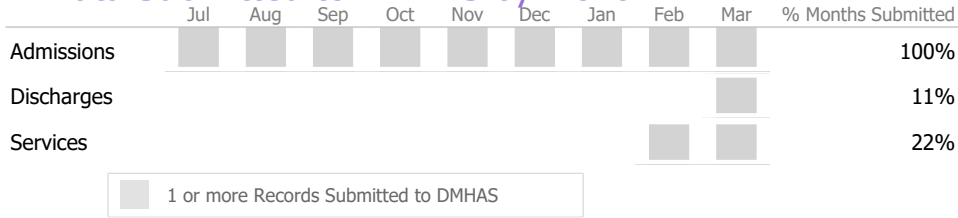
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	23	188	-88% ▼
Admits	19	-	
Discharges	1	187	-99% ▼
Service Hours	12	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 58 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,730	3,950	-31% ▼
Admits	320	352	-9%
Discharges	356	61	484% ▲
Service Hours	5,100	6,282	-19% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	67%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	42%	54%
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		284	80%	50%	42%	30% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,773	65%	60%	65%	5%
● Employed		520	19%	30%	26%	-11% ▼
● Improved/Maintained Function Score		728	29%	75%	46%	-46% ▼
● Stable Living Situation		177	6%	95%	74%	-89% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1,768	74%	90%	89%	-16% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		129	40%	75%	66%	-35% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 77 Active Standard Outpatient Programs

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