

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,143	4,393	-28%	▼
	Admits	647	511	27%	▲
	Discharges	521	1,874	-72%	▼
	Service Hours	7,334	8,261	-11%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	2,873	90.1%
	Case Management	41	1.3%
Addiction	Case Management	273	8.6%

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	312	10%	9%
26-34	489	16%	20%
35-44	607	19%	25%
45-54	507	16%	18%
55-64	634	20%	18%
65+	592	19%	9%

Gender	#	%	State Avg
Female	1,868	60%	▲ 40%
Male	1,271	40%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,691	86%	▲ 64%
Unknown	267	8%	15%
Hispanic-Other	182	6%	11%
Hisp-Puerto Rican	3	0%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	2,683	85%	▲ 58%
Unknown	209	7%	9%
Other	147	5%	12%
Black/African American	82	3%	▼ 17%
Asian	13	0%	1%
Am. Indian/Native Alaskan	8	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 - June 2024 (Data as of Sep 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	273	76	259% ▲
Admits	199	-	
Discharges	68	2	3300% ▲
Service Hours	296	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	95%
On-Time Periodic		
6 Month Updates	0%	28%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		31	46%	50%	46%	-4%

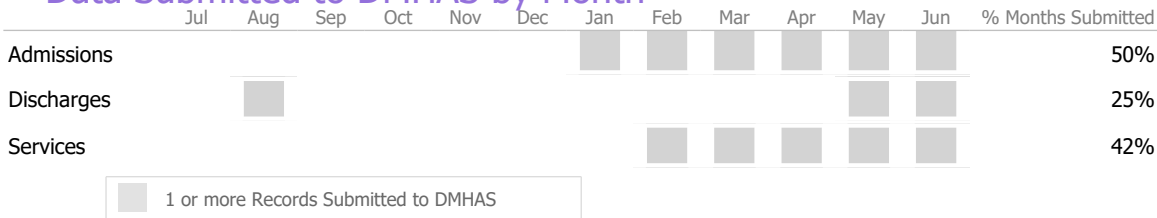
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		57	21%	20%	32%	1%
Stable Living Situation		160	59%	80%	70%	-21%
Self Help		44	16%	60%	41%	-44%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		133	65%	90%	78%	-25%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,873	4,155	-31% ▼
Admits	411	506	-19% ▼
Discharges	410	1,685	-76% ▼
Service Hours	7,011	8,258	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	68%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	43%	54%
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		325	79%	50%	45%	29% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		1,994	69%	60%	66%	9%
● Employed		574	20%	30%	27%	-10%
● Improved/Maintained Function Score		866	32%	75%	49%	-43% ▼
● Stable Living Situation		208	7%	95%	75%	-88% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1,952	79%	90%	90%	-11% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		168	41%	75%	68%	-34% ▼

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	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

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