Charlotte Hungerford Hospital
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - March 2025   (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,994	2,973	1%	
	Admits	534	447	19%	▲
	Discharges	330	526	-37%	▼
	Service Hours	5,756	5,190	11%	▲

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

Consumer Satisfaction Survey   (Based on 207 FY24 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		96%	80%	92%
✓	Quality and Appropriateness		91%	80%	93%
✓	Respect		91%	80%	91%
✓	Overall		90%	80%	91%
✓	General Satisfaction		87%	80%	92%
✓	Access		84%	80%	88%
🔴	Outcome		76%	80%	83%

Legend: ▮ Satisfied % | Goal % ▮ 0-80% ▮ 80-100% ✓ Goal Met 🔴 Under Goal

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		2,611	86.0%
Addiction				
	Case Management		426	14.0%

Client Demographics

Age

	#	%	State Avg
18-25	243	8%	8%
26-34	458	15%	19%
35-44	607	20%	25%
45-54	464	15%	18%
55-64	611	20%	18%
65+	612	20%	11%

Gender

	#	%		State Avg
Female	1,779	59%	▲	40%
Male	1,215	41%	▼	59%
Transgender/Other	4	0%		0%

Ethnicity

	#	%		State Avg
Non-Hispanic	2,611	87%	▲	64%
Unknown	197	7%		14%
Hispanic-Other	188	6%		11%
Hisp-Puerto Rican	2	0%		10%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

	#	%		State Avg
White/Caucasian	2,594	87%	▲	58%
Unknown	158	5%		9%
Other	144	5%		12%
Black/African American	79	3%	▼	17%
Asian	14	0%		1%
Am. Indian/Native Alaskan	8	0%		1%
Multiple Races	1	0%		1%
Hawaiian/Other Pacific Islander				0%

Legend: ▮ 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 2024 - March 2025 (Data as of Jun 20, 2025)
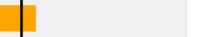
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	426	151	182%	▲
Admits	291	76	283%	▲
Discharges	276	32	763%	▲
Service Hours	647	73		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	90%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	46%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		269	97%	50%	65%	47%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		121	27%	20%	30%	7%	
🔴 Stable Living Situation		338	76%	80%	70%	-4%	
🔴 Self Help		98	22%	60%	42%	-38%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		143	86%	90%	92%	-4%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪			▪	▪	▪	78%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪			▪	▪	▪	78%

▪ 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

Outpatient 503-210
Charlotte Hungerford Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2,607	2,822	-8%	
Admits	243	347	-30%	▼
Discharges	54	491	-89%	▼
Service Hours	5,109	5,100	0%	

Data Submission Quality
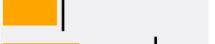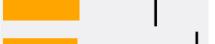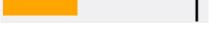
Data Entry		Actual	State Avg
Valid NOMS Data		86%	89%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		24%	47%

Diagnosis		Actual	State Avg
✅ Valid MH/SU Diagnosis		99%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✅	Treatment Completed Successfully		28	52%	50%	44%	2%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✅	Social Support		1,734	66%	60%	61%	6%	
🔴	Employed		693	27%	30%	26%	-3%	
🔴	Improved/Maintained Function Score		992	40%	75%	47%	-35%	▼
🔴	Stable Living Situation		971	37%	95%	74%	-58%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		1,818	71%	90%	86%	-19%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✅	2 or more Services within 30 days		145	60%	75%	79%	-15%	▼

Data Submitted to DMHAS for Month

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

◻ 1 or more Records Submitted to DMHAS
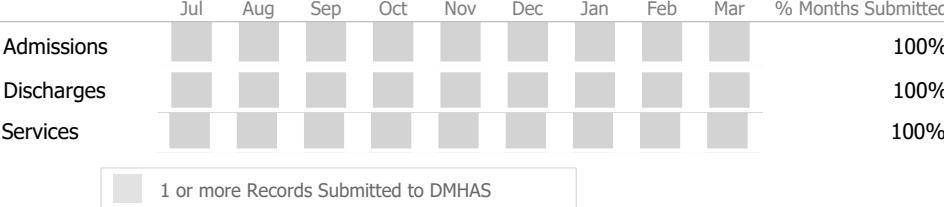
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✅ Goal Met   🔴 Below Goal

* State Avg based on 79 Active Standard Outpatient Programs