Charlotte Hungerford Hospital
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,188	3,179	0%	
	Admits	755	676	12%	▲
	Discharges	336	716	-53%	▼
	Service Hours	8,084	7,334	10%	

▲ > 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%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	2,743	84.6%
Addiction			
	Case Management	498	15.4%

Client Demographics

Age	#	%	State Avg
18-25	265	8%	9%
26-34	502	16%	19%
35-44	644	20%	26%
45-54	505	16%	18%
55-64	636	20%	18%
65+	636	20%	10%

Gender	#	%		State Avg
Female	1,883	59%	▲	40%
Male	1,305	41%	▼	60%
Transgender/Other	4	0%		0%

Ethnicity	#	%		State Avg
Non-Hispanic	2,783	87%	▲	64%
Hispanic-Other	211	7%		12%
Unknown	196	6%		14%
Hisp-Puerto Rican	2	0%		10%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race	#	%		State Avg
White/Caucasian	2,765	87%	▲	58%
Other	157	5%		12%
Unknown	156	5%		10%
Black/African American	87	3%	▼	18%
Asian	18	1%		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 2024 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	498	273	82%	▲
Admits	386	199	94%	▲
Discharges	276	123	124%	▲
Service Hours	872	296	194%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	97%	91%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	4%	35%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		269	97%	50%	61%	47%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		154	29%	20%	29%	9%	
● Stable Living Situation		422	79%	80%	72%	-1%	
● Self Help		128	24%	60%	44%	-36%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		238	91%	90%	93%	1%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■			■	■	■	■	■	■	83%
Discharges	■	■	■	■	■	■	■	■	■				75%
Services	■	■	■	■			■	■	■	■	■	■	83%

■ 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 - June 2025 (Data as of Sep 09, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2,739	2,912	-6%	
Admits	369	440	-16%	▼
Discharges	60	550	-89%	▼
Service Hours	7,212	7,011	3%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	89%

On-Time Periodic	Actual	State Avg
6 Month Updates	26%	49%

Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		30	50%	50%	43%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		1,868	68%	60%	62%	8%	
● Employed		783	29%	30%	27%	-1%	
● Improved/Maintained Function Score		890	35%	75%	47%	-40%	▼
● Stable Living Situation		1,202	44%	95%	77%	-51%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		1,996	74%	90%	88%	-16%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		233	63%	75%	79%	-12%	▼

Data Submitted to DMHAS for 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 76 Active Standard Outpatient Programs