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

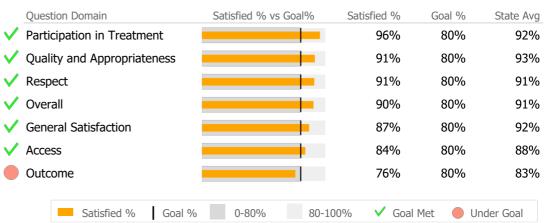
Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
~/	Unique Clients	3,188	3,179	0%	
	Admits	755	676	12%	•
1	Discharges	336	716	-53%	•
~~~	Service Hours	8,084	7,334	10%	



### Clients by Level of Care

Program Type	Level of Care Type	Level of Care Type #								
<b>Mental Healt</b>	h									
	Outpatient	2,743	84.6%							
Addiction										
	Case Management	498	15.4%							

# Consumer Satisfaction Survey (Based on 207 FY24 Surveys)



#### **Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	265	8%	9%	Female	1,883	59%	<b>40</b> %
26-34	502	16%	19%	Male	1,305	41%	<b>▼</b> 60%
35-44	644	20%	26%	Transgender/Other	4	0%	0%
45-54	505	16%	18%				
55-64	636	20%	18%				
65+	636	20%	10%	Race	#	%	State Avg
				White/Caucasian	2,765	87%	<b>▲</b> 58%
<b>Ethnicity</b>	#	%	State Avg	Other	157	5%	12%
Non-Hispanic	2,783	87%	<b>▲</b> 64%	Unknown	156	5%	10%
Hispanic-Other	211	7%	12%	Black/African American	87	3%	<b>▼</b> 18%
Unknown	196	6%	14%	Asian	18	1%	1%
Hisp-Puerto Rican	2	0%	10%	Am. Indian/Native Alaskan	8	0%	1%
	_	0 70		Multiple Races	1	0%	1%
Hispanic-Cuban			0%	Hawaiian/Other Pacific Islander			0%
Hispanic-Mexican			1%	,			
	Unique C	lients	State Avg	▲ > 10% Over State Avg	> 10% U	Inder St	tate 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)

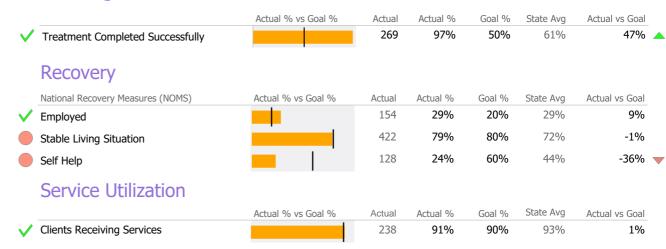
## **Program Activity**

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	Act	ual S	state Avg
✓ Valid NOMS Data		97%	91%
On-Time Periodic		Actual	State Avg
6 Month Updates		4%	35%

## **Discharge Outcomes**



#### 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 mor	e Recor	ds Subm	nitted to	DMHAS								



^{*} 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%

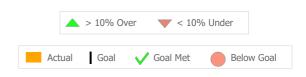
#### Discharge Outcomes



#### Data Submitted to DMHAS for Month

1 or more Records Submitted to DMHAS

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



^{*} State Avg based on 76 Active Standard Outpatient Programs