Charlotte Hungerford Hospital
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -December 2025   (Data as of Mar 13, 2026)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,121	2,861	9%	
	Admits	326	351	-7%	
	Discharges	140	274	-49%	▼
	Service Hours	4,077	3,757	9%	

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

Consumer Satisfaction Survey   (Based on 183 FY25 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Respect		96%	80%	91%
✔	Quality and Appropriateness		95%	80%	93%
✔	Participation in Treatment		94%	80%	92%
✔	Overall		94%	80%	91%
✔	General Satisfaction		89%	80%	92%
✔	Access		82%	80%	88%
✔	Outcome		81%	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		2,951	93.8%
Addiction				
	Case Management		195	6.2%

Client Demographics

Age

Age		#	%	State Avg
18-25		238	8%	8%
26-34		492	16%	18%
35-44		618	20%	25%
45-54		462	15%	19%
55-64		624	20%	19%
65+		692	22%	12%

Gender

Gender		#	%		State Avg
Female		1,909	61%	▲	40%
Male		1,214	39%	▼	59%
Transgender/Other		3	0%		0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		2,720	87%	▲	64%
Hispanic-Other		220	7%		12%
Unknown		185	6%		13%
Hisp-Puerto Rican		1	0%		10%
Hispanic-Cuban					0%
Hispanic-Mexican					1%

Race

Race		#	%		State Avg
White/Caucasian		2,674	86%	▲	59%
Other		173	6%		12%
Unknown		152	5%		8%
Black/African American		97	3%	▼	18%
Asian		18	1%		1%
Am. Indian/Native Alaskan		11	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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	195	317	-38%	▼
Admits	100	175	-43%	▼
Discharges	90	233	-61%	▼
Service Hours	250	465	-46%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	91%

Periodic Submitted		Actual	State Avg
6 Month Updates		0%	44%

(Data as of Mar 13, 2026)

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		83	95%	50%	55%	45%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Social Support		167	86%	N/A	76%	N/A	
✓	Employed		69	35%	20%	31%	15%	▲
●	Stable Living Situation		147	75%	80%	70%	-5%	
●	Self Help		47	24%	60%	50%	-36%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		69	66%	90%	85%	-24%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							83%
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 2025 - December 2025

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2,946	2,573	14%	▲
Admits	226	176	28%	▲
Discharges	50	41	22%	▲
Service Hours	3,827	3,292	16%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		85%	89%

Periodic Submitted		Actual	State Avg
6 Month Updates		26%	51%

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

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		5	10%	50%	49%	-40%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Employed		932	32%	30%	31%	2%	
● Social Support		1,464	49%	60%	57%	-11%	▼
● Stable Living Situation		1,474	50%	95%	72%	-45%	▼
● Improved/Maintained Function Score		631	23%	75%	38%	-52%	▼
Self Help		178	6%	N/A	22%	N/A	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		1,732	60%	90%	82%	-30%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		134	59%	75%	75%	-16%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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