

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,212	1,925	15% ▲
	Admits	679	647	5%
	Discharges	571	388	47% ▲
	Service Hours	3,311	4,729	-30% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,905	84.5%
	Case Management	193	8.6%
Addiction	Case Management	156	6.9%

Consumer Satisfaction Survey

(Based on 200 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Access		88%	80%	88%
✓ General Satisfaction		87%	80%	92%
✓ Overall		85%	80%	91%
● Outcome		72%	80%	83%
● Recovery		65%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	205	9%	14%
26-34	441	20%	24%
35-44	369	17%	20%
45-54	497	23%	22%
55-64	483	22%	16%
65+	212	10%	5%

Gender	#	%	State Avg
Female	1,321	60%	▲ 40%
Male	890	40%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,097	95%	▲ 74%
Hispanic-Other	67	3%	7%
Unknown	24	1%	6%
Hisp-Puerto Rican	23	1%	▼ 13%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	2,036	92%	▲ 65%
Other	76	3%	13%
Black/African American	61	3%	▼ 16%
Unknown	22	1%	3%
Asian	9	0%	1%
Am. Indian/Native Alaskan	5	0%	1%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	69	-3%
Admits	-	-	
Discharges	66	2	3200% ▲
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	0%	70%

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	82%
SA Screen Complete	N/A	81%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	45%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		49	73%	60%	70%	13% ▲
✓ Improved/Maintained Axis V GAF Score		50	75%	75%	59%	0%
● Stable Living Situation		60	90%	95%	86%	-5%
● Employed		13	19%	30%	23%	-11% ▼

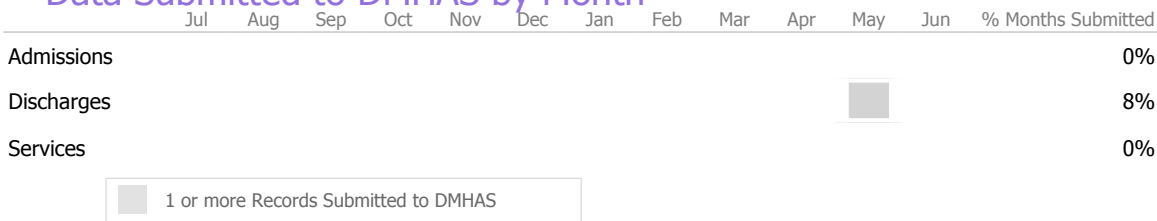
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	90%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	65%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	29	▼
Admits	-	30	-100% ▼
Discharges	-	30	-100% ▼

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	61%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	92%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	73%	N/A

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	2	N/A	N/A	0%	90%	91%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

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 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	156	58	169% ▲
Admits	135	64	111% ▲
Discharges	125	38	229% ▲
Service Hours	292	122	139% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	98%
On-Time Periodic 6 Month Updates	N/A	68%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		61	49%	50%	53%	-1%

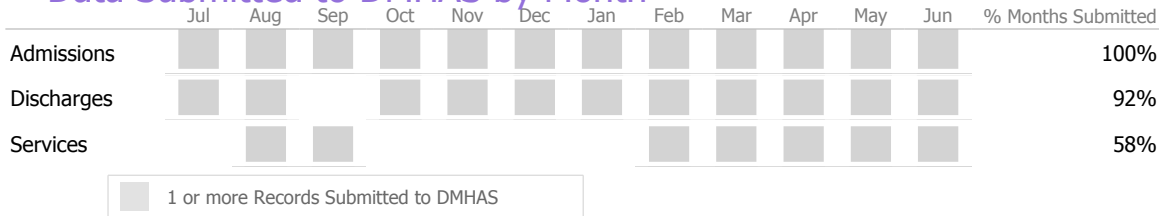
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		40	25%	20%	24%	5%
✓ Stable Living Situation		134	83%	80%	84%	3%
● Self Help		13	8%	60%	66%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	94%	90%	91%	4%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	193	257	-25% ▼
Admits	-	-	
Discharges	-	64	-100% ▼
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	93%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,878	1,580	19% ▲
Admits	543	546	-1%
Discharges	377	246	53% ▲
Service Hours	3,019	4,607	-34% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
On-Time Periodic 6 Month Updates	20%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	95%	82%
SA Screen Complete	94%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		15	4%	50%	45%	-46% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,056	56%	60%	70%	-4%
Employed		455	24%	30%	23%	-6%
Improved/Maintained Axis V GAF Score		857	52%	75%	59%	-23% ▼
Stable Living Situation		1,126	60%	95%	86%	-35% ▼

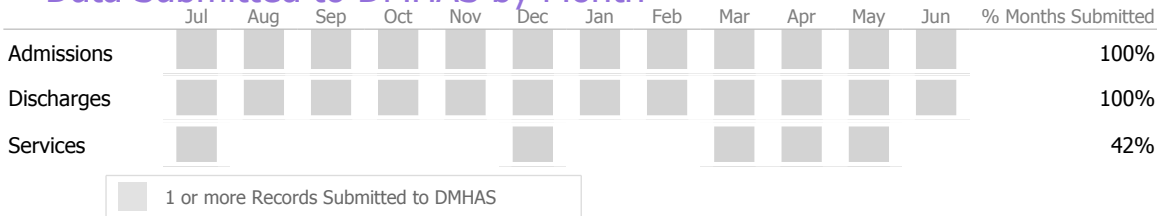
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		588	39%	90%	90%	-51% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		84	15%	75%	65%	-60% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs