

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,417	2,081	16% ▲
	Admits	73	76	-4%
	Discharges	32	50	-36% ▼
	Service Hours	1,291	1,269	2%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	2,154	87.9%
	Case Management	190	7.8%
Addiction	Case Management	106	4.3%

Consumer Satisfaction Survey

(Based on 194 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		92%	80%	92%
✓ Overall		90%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Access		88%	80%	88%
● Outcome		77%	80%	83%
● Recovery		65%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	199	8%	9%
26-34	396	16%	22%
35-44	420	17%	21%
45-54	497	21%	20%
55-64	538	22%	20%
65+	364	15%	7%

Gender	#	%	State Avg
Female	1,472	61%	▲ 41%
Male	944	39%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,249	93%	▲ 71%
Unknown	79	3%	9%
Hispanic-Other	75	3%	7%
Hisp-Puerto Rican	13	1%	▼ 12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	2,234	92%	▲ 64%
Other	82	3%	13%
Black/African American	51	2%	▼ 16%
Unknown	34	1%	5%
Asian	7	0%	1%
Am. Indian/Native Alaskan	5	0%	1%
Multiple Races	4	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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	75	41% ▲
Admits	21	32	-34% ▼
Discharges	-	21	-100% ▼
Service Hours	12	45	-74% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	2%	53%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	█	█	█	100%
Discharges				0%
Services	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	79%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		13	12%	20%	27%	-8%
Stable Living Situation		60	57%	80%	84%	-23% ▼
Self Help		21	20%	60%	66%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		21	20%	90%	76%	-70% ▼

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	190	192	-1%
Admits	-	-	
Discharges	-	-	
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%	96%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,154	1,838	17% ▲
Admits	52	44	18% ▲
Discharges	32	28	14% ▲
Service Hours	1,279	1,223	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	10%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	98%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	38%	50%	46%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		383	18%	30%	22%	-12% ▼
Social Support		810	38%	60%	62%	-22% ▼
Stable Living Situation		872	40%	95%	79%	-55% ▼
Improved/Maintained Axis V GAF Score		24	1%	75%	42%	-74% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		471	22%	90%	74%	-68% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		27	52%	75%	78%	-23% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 89 Active Standard Outpatient Programs