

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,431	2,252	8%
	Admits	90	252	-64% ▼
	Discharges	33	112	-71% ▼
	Service Hours	2,298	2,430	-5%

▲ > 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	87.3%
	Case Management	190	7.7%
Addiction	Case Management	123	5.0%

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	201	8%	10%
26-34	399	16%	23%
35-44	425	18%	22%
45-54	499	21%	20%
55-64	540	22%	19%
65+	364	15%	7%

Gender	#	%	State Avg
Female	1,477	61%	▲ 40%
Male	953	39%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,263	93%	▲ 70%
Unknown	79	3%	9%
Hispanic-Other	74	3%	8%
Hisp-Puerto Rican	14	1%	▼ 12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	2,247	92%	▲ 63%
Other	82	3%	13%
Black/African American	52	2%	▼ 17%
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 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	123	100	23% ▲
Admits	38	58	-34% ▼
Discharges	-	39	-100% ▼
Service Hours	24	75	-68% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	51%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	80%	N/A

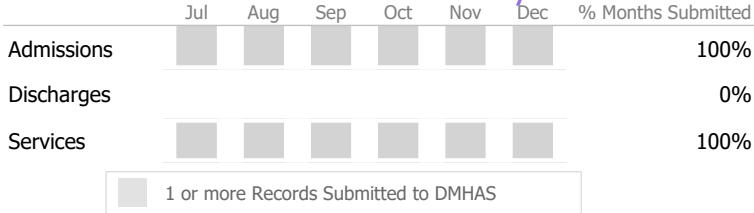
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		17	14%	20%	32%	-6%
Stable Living Situation		75	61%	80%	85%	-19% ▼
Self Help		23	19%	60%	71%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		38	31%	90%	76%	-59% ▼

Data Submitted to DMHAS by Month



▲ > 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	Oct	Nov	Dec	% 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 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,154	1,985	9%
Admits	52	194	-73% ▼
Discharges	33	72	-54% ▼
Service Hours	2,274	2,355	-3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	85%
On-Time Periodic	Actual	State Avg
6 Month Updates	4%	58%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	57%
SA Screen Complete	100%	58%
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	36%	50%	43%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		383	18%	30%	24%	-12% ▼
Social Support		810	38%	60%	63%	-22% ▼
Stable Living Situation		872	40%	95%	80%	-55% ▼
Improved/Maintained Axis V GAF Score		25	1%	75%	48%	-74% ▼

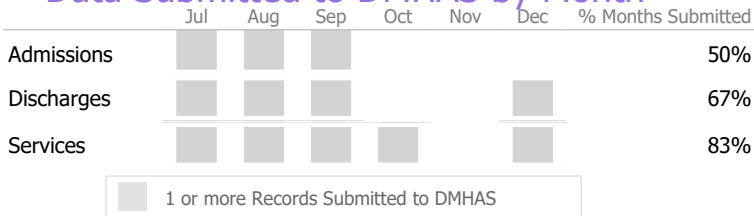
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		845	40%	90%	81%	-50% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		27	52%	75%	77%	-23% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs