

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,742	2,673	3%
	Admits	336	628	-46% ▼
	Discharges	41	270	-85% ▼
	Service Hours	4,598	5,656	-19% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	2,453	88.0%
	Case Management	190	6.8%
Addiction	Case Management	145	5.2%

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	240	9%	11%
26-34	456	17%	23%
35-44	473	17%	22%
45-54	566	21%	20%
55-64	599	22%	18%
65+	406	15%	6%

Gender	#	%	State Avg
Female	1,665	61%	▲ 40%
Male	1,075	39%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,502	91%	▲ 69%
Unknown	145	5%	11%
Hispanic-Other	82	3%	8%
Hisp-Puerto Rican	13	0%	▼ 11%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	2,501	91%	▲ 62%
Other	90	3%	13%
Unknown	78	3%	6%
Black/African American	57	2%	▼ 17%
Asian	9	0%	1%
Am. Indian/Native Alaskan	4	0%	1%
Multiple Races	3	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 - June 2020 (Data as of Oct 19, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	145	143	1%
Admits	60	102	-41% ▼
Discharges	-	61	-100% ▼
Service Hours	36	105	-66% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	49%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	78%	N/A

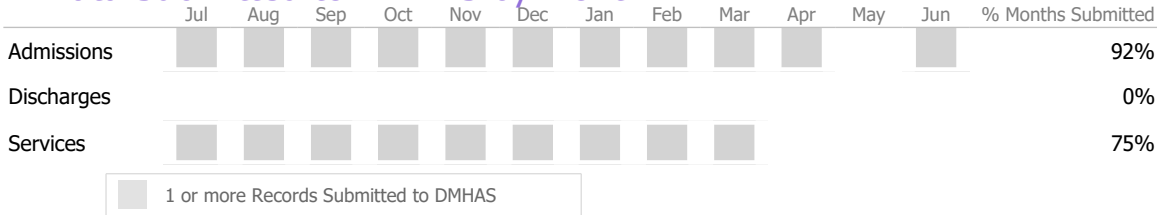
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		22	15%	20%	35%	-5%
Stable Living Situation		93	64%	80%	86%	-16% ▼
Self Help		28	19%	60%	74%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		59	41%	90%	80%	-49% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

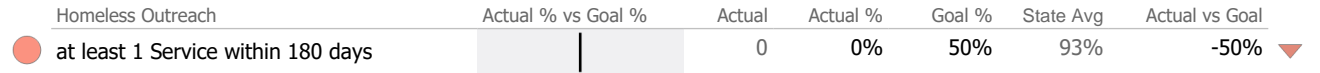
█ Actual | Goal ✓ Goal Met ● Below Goal

* 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	-	2	-100% ▼
Service Hours	-	-	

Service Engagement



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 46 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,453	2,381	3%
Admits	276	526	-48% ▼
Discharges	41	206	-80% ▼
Service Hours	4,562	5,551	-18% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	75%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	5%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	22%	61%
SA Screen Complete	32%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	93%	97%
Valid Axis V GAF Score	89%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	29%	50%	39%	-21% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		424	17%	30%	25%	-13% ▼
Social Support		907	37%	60%	64%	-23% ▼
Stable Living Situation		830	34%	95%	81%	-61% ▼
Improved/Maintained Axis V GAF Score		86	4%	75%	55%	-71% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,120	46%	90%	85%	-44% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		29	11%	75%	74%	-64% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	67%
Services	■	■	■	■	■	■	■	■	■	■	■	■	92%

■ 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