

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,491	2,929	19%	▲
	Admits	628	471	33%	▲
	Discharges	223	41	444%	
	Service Hours	8,089	4,601	76%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	3,137	88.1%
	Case Management	190	5.3%
Addiction	Case Management	232	6.5%

Consumer Satisfaction Survey

(Based on 201 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		97%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		89%	80%	88%
● Recovery		65%	80%	79%
● Outcome		63%	80%	83%

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

Client Demographics

Age	#	%	State Avg
18-25	321	9%	10%
26-34	619	18%	22%
35-44	610	18%	23%
45-54	645	19%	19%
55-64	738	21%	18%
65+	550	16%	7%

Gender	#	%	State Avg
Female	2,082	60%	▲ 41%
Male	1,407	40%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	3,116	89%	▲ 68%
Unknown	235	7%	12%
Hispanic-Other	126	4%	8%
Hisp-Puerto Rican	14	0%	▼ 11%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	3,105	89%	▲ 61%
Unknown	155	4%	6%
Other	126	4%	13%
Black/African American	83	2%	▼ 17%
Asian	13	0%	1%
Am. Indian/Native Alaskan	5	0%	0%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	1	0%	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 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	232	152	53% ▲
Admits	85	67	27% ▲
Discharges	171	-	
Service Hours	47	39	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	94%
On-Time Periodic		
6 Month Updates	0%	66%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	52%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		36	15%	20%	29%	-5%
Stable Living Situation		173	73%	80%	82%	-7%
Self Help		51	22%	60%	61%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		33	50%	90%	85%	-40% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges			■	■	■	■	■			■		■	58%
Services			■	■	■	■	■		■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

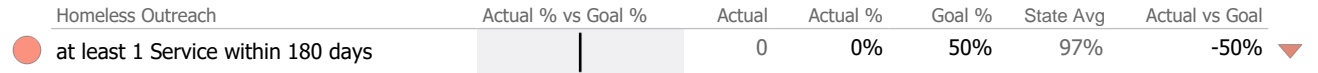
* State Avg based on 8 Active Standard Case Management Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	190	190	0%
Admits	-	-	
Discharges	-	-	
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	3,137	2,636	19% ▲
Admits	543	404	34% ▲
Discharges	52	41	27% ▲
Service Hours	8,042	4,562	76% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	67%	86%
On-Time Periodic		
6 Month Updates	30%	54%
Co-occurring		
MH Screen Complete	17%	80%
SA Screen Complete	36%	81%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	36%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		601	19%	30%	24%	-11% ▼
Social Support		1,395	44%	60%	62%	-16% ▼
Stable Living Situation		86	3%	95%	75%	-92% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,752	57%	90%	85%	-33% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		290	53%	75%	75%	-22% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 88 Active Standard Outpatient Programs