

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,688	4,053	-34% ▼
	Admits	229	243	-6%
	Discharges	50	222	-77% ▼
	Service Hours	3,791	4,143	-8%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	2,616	97.1%
	Case Management	4	0.1%
Addiction	Case Management	74	2.7%

Consumer Satisfaction Survey

(Based on 200 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ General Satisfaction		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Quality and Appropriateness		93%	80%	93%
✓ Access		84%	80%	88%
● Outcome		71%	80%	83%
● Recovery		66%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	258	10%	8%
26-34	418	16%	19%
35-44	486	18%	24%
45-54	433	16%	18%
55-64	562	21%	19%
65+	530	20%	10%

Gender	#	%	State Avg
Female	1,657	62%	▲ 41%
Male	1,027	38%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,286	85%	▲ 65%
Unknown	253	9%	14%
Hispanic-Other	147	5%	10%
Hisp-Puerto Rican	2	0%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	2,284	85%	▲ 60%
Unknown	194	7%	8%
Other	127	5%	12%
Black/African American	67	2%	▼ 17%
Asian	11	0%	1%
Am. Indian/Native Alaskan	4	0%	1%
Multiple Races	1	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 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	76	-3%
Admits	-	-	
Discharges	-	1	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A 96%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% 50%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	52%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		0	0%	20%	39%	-20% ▼
Self Help		0	0%	60%	48%	-60% ▼
Stable Living Situation		0	0%	80%	70%	-80% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	67%	N/A ▼

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

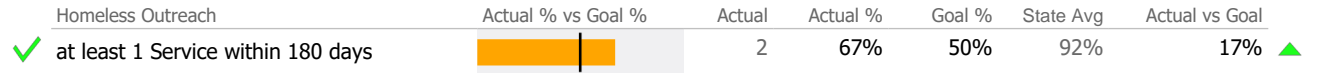
* State Avg based on 8 Active Standard Case Management Programs

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

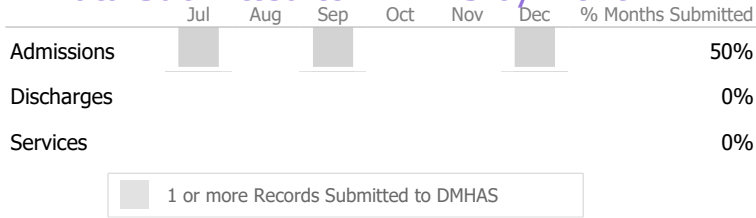
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	188	-98% ▼
Admits	3	-	
Discharges	-	187	-100% ▼
Service Hours	1	-	

Service Engagement



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

* State Avg based on 54 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,616	3,818	-31% ▼
Admits	226	243	-7%
Discharges	50	34	47% ▲
Service Hours	3,790	4,143	-9%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	66%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	30%	52%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	18%	50%	38%	-32% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,354	52%	60%	63%	-8%
Employed		360	14%	30%	25%	-16% ▼
Improved/Maintained Function Score		556	23%	75%	41%	-52% ▼
Stable Living Situation		50	2%	95%	72%	-93% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		1,606	62%	90%	84%	-28% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		102	45%	75%	61%	-30% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 77 Active Standard Outpatient Programs

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