

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,847	1,741	6%
	Admits	139	172	-19% ▼
	Discharges	107	80	34% ▲
	Service Hours	1,666	390	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,637	87.6%
	Case Management	193	10.3%
Addiction	Case Management	38	2.0%

Consumer Satisfaction Survey

(Based on 207 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Respect		93%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Overall		87%	80%	91%
✓ Access		87%	80%	88%
● Outcome		75%	80%	83%
● Recovery		74%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	131	7%	11%
26-34	303	16%	22%
35-44	329	18%	19%
45-54	432	23%	22%
55-64	435	24%	19%
65+	216	12%	6%

Gender	#	%	State Avg
Female	1,134	61%	▲ 41%
Male	712	39%	▼ 58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,758	95%	▲ 74%
Hispanic-Other	50	3%	7%
Unknown	23	1%	6%
Hisp-Puerto Rican	15	1%	▼ 13%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	1,709	93%	▲ 65%
Other	56	3%	13%
Black/African American	46	2%	▼ 16%
Unknown	22	1%	3%
Asian	6	0%	1%
Am. Indian/Native Alaskan	5	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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	54	-30% ▼
Admits	16	28	-43% ▼
Discharges	18	26	-31% ▼
Service Hours	35	42	-17% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		10	56%	50%	75%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		31	82%	80%	84%	2%
● Employed		7	18%	20%	20%	-2%
● Self Help		6	16%	60%	68%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		1	5%	90%	70%	-85% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		100%

On-Time Periodic	Actual	State Avg
6 Month Updates		52%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 14 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	193	193	0%
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%	92%	-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 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,637	1,490	10%
Admits	123	144	-15% ▼
Discharges	62	54	15% ▲
Service Hours	1,631	347	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	93%
On-Time Periodic 6 Month Updates	24%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	82%	84%
SA Screen Complete	86%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		24	39%	50%	40%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		327	20%	30%	21%	-10%
Social Support		757	46%	60%	67%	-14% ▼
Stable Living Situation		777	47%	95%	83%	-48% ▼
Improved/Maintained Axis V GAF Score		58	4%	75%	43%	-71% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		493	31%	90%	78%	-59% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		70	57%	75%	67%	-18% ▼

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 93 Active Standard Outpatient Programs