

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,089	2,082	0%
	Admits	392	528	-26% ▼
	Discharges	224	365	-39% ▼
	Service Hours	4,889	1,869	162% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,858	87.8%
	Case Management	193	9.1%
Addiction	Case Management	64	3.0%

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	164	8%	13%
26-34	348	17%	24%
35-44	378	18%	20%
45-54	490	23%	21%
55-64	468	22%	17%
65+	238	11%	5%

Gender	#	%	State Avg
Female	1,274	61%	▲ 40%
Male	813	39%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,984	95%	▲ 73%
Hispanic-Other	57	3%	7%
Unknown	31	1%	7%
Hisp-Puerto Rican	15	1%	▼ 12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	1,932	92%	▲ 64%
Other	58	3%	13%
Black/African American	54	3%	▼ 16%
Unknown	28	1%	4%
Asian	9	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 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	131	-51% ▼
Admits	42	106	-60% ▼
Discharges	20	109	-82% ▼
Service Hours	68	202	-66% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	30%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	55%	50%	71%	5%

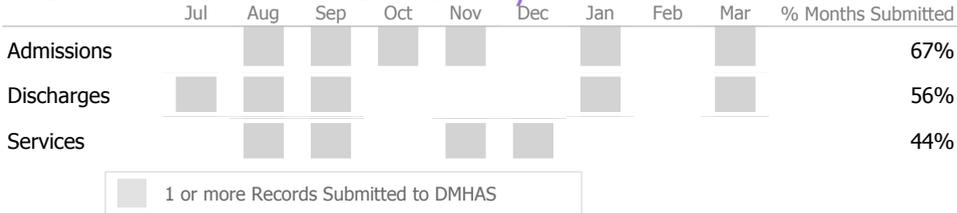
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		13	20%	20%	22%	0%
● Stable Living Situation		48	75%	80%	75%	-5%
● Self Help		13	20%	60%	63%	-40% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		22	50%	90%	79%	-40% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Standard Case Management Programs

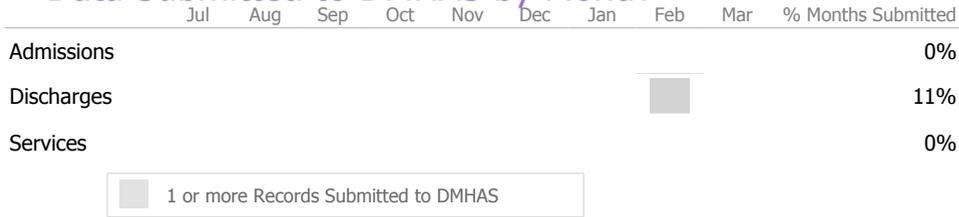
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	193	193	0%
Admits	-	-	
Discharges	1	-	
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



> 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	1,858	1,764	5%
Admits	349	422	-17% ▼
Discharges	176	255	-31% ▼
Service Hours	4,822	1,667	189% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic 6 Month Updates	15%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	87%
SA Screen Complete	93%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		62	35%	50%	44%	-15% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,021	55%	60%	69%	-5%
Employed		441	24%	30%	23%	-6%
Stable Living Situation		1,046	56%	95%	85%	-39% ▼
Improved/Maintained Axis V GAF Score		156	9%	75%	51%	-66% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		731	43%	90%	88%	-47% ▼

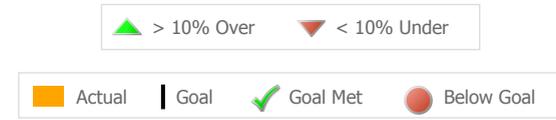
Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		188	54%	75%	68%	-21% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	100%
Discharges	█	█	█	█	█	█	█	█	█	100%
Services	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS



* State Avg based on 93 Active Standard Outpatient Programs