

Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,253	1,981	14% ▲
	Admits	252	280	-10%
	Discharges	112	167	-33% ▼
	Service Hours	2,430	3,372	-28% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,986	87.2%
	Case Management	192	8.4%
Addiction	Case Management	100	4.4%

Consumer Satisfaction Survey

(Based on 200 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Access		90%	80%	88%
✓ Overall		90%	80%	91%
● Outcome		75%	80%	83%
● Recovery		67%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	179	8%	11%
26-34	395	18%	23%
35-44	379	17%	21%
45-54	510	23%	21%
55-64	495	22%	18%
65+	294	13%	6%

Gender	#	%	State Avg
Female	1,348	60%	▲ 41%
Male	903	40%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,089	93%	▲ 71%
Unknown	79	4%	9%
Hispanic-Other	69	3%	7%
Hisp-Puerto Rican	15	1%	▼ 13%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	2,079	92%	▲ 63%
Other	68	3%	13%
Black/African American	50	2%	▼ 16%
Unknown	42	2%	5%
Asian	7	0%	1%
Am. Indian/Native Alaskan	5	0%	1%
Multiple Races	2	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 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	100	59	69%	▲
Admits	58	37	57%	▲
Discharges	39	19	105%	▲
Service Hours	75	62	22%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	89%
On-Time Periodic 6 Month Updates	0%	45%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	15%	50%	59%	-35% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		21	21%	20%	28%	1%
Stable Living Situation		77	75%	80%	78%	-5%
Self Help		21	21%	60%	61%	-39% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		27	42%	90%	80%	-48% ▼

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 14 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	192	193	-1%
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%	94%	-50% ▼

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 39 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,986	1,754	13% ▲
Admits	194	243	-20% ▼
Discharges	72	121	-40% ▼
Service Hours	2,355	3,310	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	13%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	97%	91%
SA Screen Complete	100%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	98%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		34	47%	50%	53%	-3%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		444	22%	30%	23%	-8%
Social Support		951	48%	60%	67%	-12% ▼
Stable Living Situation		997	50%	95%	84%	-45% ▼
Improved/Maintained Axis V GAF Score		75	4%	75%	47%	-71% ▼

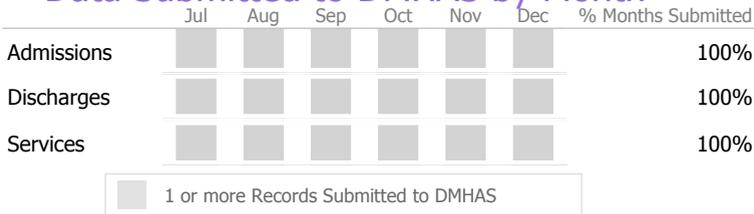
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		480	25%	90%	83%	-65% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	8%	75%	67%	-67% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs