

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,601	2,254	15% ▲
	Admits	616	563	9%
	Discharges	270	291	-7%
	Service Hours	5,656	6,336	-11% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	2,305	87.3%
	Case Management	192	7.3%
Addiction	Case Management	143	5.4%

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	234	9%	12%
26-34	462	18%	24%
35-44	438	17%	21%
45-54	582	22%	20%
55-64	551	21%	17%
65+	328	13%	6%

Gender	#	%	State Avg
Female	1,561	60%	▲ 40%
Male	1,038	40%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,419	93%	▲ 70%
Unknown	85	3%	10%
Hispanic-Other	79	3%	7%
Hisp-Puerto Rican	17	1%	▼ 12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	2,403	92%	▲ 63%
Other	83	3%	13%
Black/African American	55	2%	▼ 17%
Unknown	43	2%	5%
Asian	8	0%	1%
Am. Indian/Native Alaskan	5	0%	1%
Multiple Races	4	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 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	87	64% ▲
Admits	102	67	52% ▲
Discharges	61	45	36% ▲
Service Hours	105	100	5%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	4%	50%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	11%	50%	64%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		119	82%	80%	81%	2%
Employed		27	18%	20%	31%	-2%
Self Help		34	23%	60%	63%	-37% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		49	58%	90%	86%	-32% ▼

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

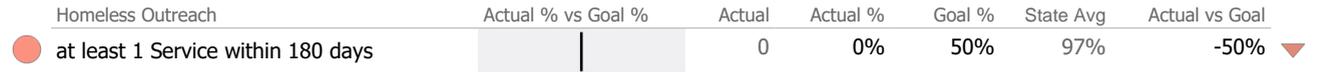
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	192	193	-1%
Admits	-	-	
Discharges	2	1	100% ▲
Service Hours	-	-	

Service Engagement



Data Submitted to DMHAS by Month



* State Avg based on 45 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,305	2,002	15% ▲
Admits	514	495	4%
Discharges	206	218	-6%
Service Hours	5,551	6,236	-11% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	91%
On-Time Periodic 6 Month Updates	18%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	99%	67%
SA Screen Complete	100%	68%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	98%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		53	26%	50%	51%	-24% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		616	27%	30%	26%	-3%
Social Support		1,275	55%	60%	68%	-5%
Stable Living Situation		1,352	59%	95%	85%	-36% ▼
Improved/Maintained Axis V GAF Score		180	9%	75%	54%	-66% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		873	42%	90%	88%	-48% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		192	37%	75%	74%	-38% ▼

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 94 Active Standard Outpatient Programs