

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,217	2,216	0%
	Admits	526	683	-23% ▼
	Discharges	288	585	-51% ▼
	Service Hours	6,335	3,334	90% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,965	87.5%
	Case Management	193	8.6%
Addiction	Case Management	87	3.9%

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	184	8%	13%
26-34	379	17%	24%
35-44	405	18%	20%
45-54	509	23%	21%
55-64	487	22%	16%
65+	250	11%	5%

Gender	#	%	State Avg
Female	1,349	61%	▲ 40%
Male	866	39%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,105	95%	▲ 72%
Hispanic-Other	60	3%	7%
Unknown	34	2%	7%
Hisp-Puerto Rican	16	1%	▼ 12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	2,053	93%	▲ 64%
Other	60	3%	13%
Black/African American	55	2%	▼ 17%
Unknown	32	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 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	87	156	-44% ▼
Admits	67	135	-50% ▼
Discharges	43	139	-69% ▼
Service Hours	99	316	-69% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	98%
On-Time Periodic 6 Month Updates	0%	28%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		15	35%	50%	70%	-15% ▼

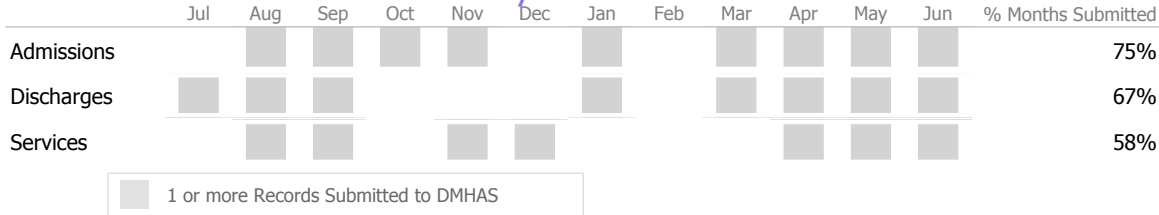
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		18	20%	20%	24%	0%
● Stable Living Situation		67	75%	80%	78%	-5%
● Self Help		22	25%	60%	65%	-35% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		25	54%	90%	81%	-36% ▼

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

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
at least 1 Service within 180 days		0	0%	50%	95%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													8%
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	1,965	1,882	4%
Admits	458	547	-16% ▼
Discharges	217	377	-42% ▼
Service Hours	6,236	3,019	107% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	94%
On-Time Periodic 6 Month Updates	20%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	91%	88%
SA Screen Complete	95%	88%
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		72	33%	50%	45%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		1,144	58%	60%	69%	-2%
Employed		510	26%	30%	24%	-4%
Stable Living Situation		1,180	60%	95%	86%	-35% ▼
Improved/Maintained Axis V GAF Score		197	11%	75%	54%	-64% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		806	46%	90%	89%	-44% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		204	45%	75%	67%	-30% ▼

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 93 Active Standard Outpatient Programs