

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,486	2,124	17%	▲
	Admits	497	426	17%	▲
	Discharges	177	227	-22%	▼
	Service Hours	4,085	4,889	-16%	▼

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Outpatient	2,208	87.6%
	Case Management	192	7.6%
<b>Addiction</b>	Case Management	121	4.8%

### 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	218	9%	12%
26-34	438	18%	24%
35-44	417	17%	21%
45-54	565	23%	20%
55-64	532	21%	17%
65+	312	13%	6%

Gender	#	%	State Avg
Female	1,502	60%	▲ 40%
Male	982	40%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,309	93%	▲ 71%
Unknown	84	3%	9%
Hispanic-Other	75	3%	7%
Hisp-Puerto Rican	17	1%	▼ 13%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	2,297	92%	▲ 63%
Other	78	3%	▼ 14%
Black/African American	52	2%	▼ 16%
Unknown	43	2%	5%
Asian	7	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 - March 2019 (Data as of Jun 19, 2019)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	121	64	89%	▲
Admits	80	42	90%	▲
Discharges	49	22	123%	▲
Service Hours	92	68	35%	▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic 6 Month Updates	3%	50%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	14%	50%	61%	-36% ▼

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		100	81%	80%	78%	1%
Employed		23	19%	20%	29%	-1%
Self Help		24	19%	60%	61%	-41% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		39	52%	90%	81%	-38% ▼

## 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

▲ > 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	-	1	-100% ▼
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	% Months Submitted
Admissions										0%
Discharges										0%
Services										0%

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

■ 1 or more Records Submitted to DMHAS

\* State Avg based on 42 Active Outreach & Engagement Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2,208	1,893	17% ▲
Admits	417	383	9%
Discharges	127	177	-28% ▼
Service Hours	3,993	4,822	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	96%
On-Time Periodic 6 Month Updates	16%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	99%	92%
SA Screen Complete	100%	92%
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		44	35%	50%	52%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		564	26%	30%	25%	-4%
Social Support		1,163	53%	60%	67%	-7%
Stable Living Situation		1,229	56%	95%	85%	-39% ▼
Improved/Maintained Axis V GAF Score		123	7%	75%	51%	-68% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		761	37%	90%	86%	-53% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		136	33%	75%	69%	-42% ▼

### 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

▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 94 Active Standard Outpatient Programs